



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

Evolving Governance: 14 Year Journey Of The Jharkhand Right To Service Act (2011-2025)

Sanjay Kumar,
Research Scholar,
DSPMU
Department of Political Science,
Dr. Shyama Prasad Mukherjee University, Ranchi, India

Dr. Reena Nand
Asst. Professor,

Abstract : Before 2011, Jharkhand, like other states, had no maximum time limit for citizen services. Effectively curbing red-tapism and unnecessary delays was difficult. However, the enactment of the Jharkhand Right to Service Act in 2011 marked an ambitious beginning in this direction. While the Act covered a limited number of services at the time, its objective was noble: good governance, transparency, and timely service delivery. After 2011, numerous changes were made to the Act as needed, making it even more beneficial year after year. Following its enactment, regulations and guidelines were developed, list of services was expanded in several phases, and stipulated deadlines were altered. With a total of 363 notified services, this Act has now become an effective measure of accountability and good governance. Now if citizen services are not delivered within the stipulated timeframe, the concerned officials are facing fines or penalties. After continuous changes over the past 14 years, from 2011 to the present, the right to timely service is now being realized for the citizens of the state.

IndexTerms – Right to service, Jharkhand, amendments , impact, good governance, temporal study.

JHARKHAND RIGHT TO SERVICE ACT: A JOURNEY FROM 2011 TO 2025 (A TEMPORAL ANALYSIS)

A) SEPTEMBER 30, 2011: NOTIFICATION OF THE ACT

After being passed by the Jharkhand Legislative Assembly on September 28, 2011, it was notified on September 30, 2011, upon receiving assent from the Jharkhand Governor. This Act, which spans less than four pages, contains a total of 14 sections or articles. The Act includes provisions such as notification of services, nomination of designated officers, nomination of first and second appellate officers, and setting time limits for a service to be delivered within. It also provides for an appeal process for non-delivery of services on time, and penalties for officials responsible for failure to deliver or deliberately delaying service delivery. It also provides for the establishment of a State Public Service Delivery Commission. The Act empowers the government to create regulations and take necessary measures to address practical difficulties. Initially, the number of services covered was very limited, with only 20 services falling within its scope. There was also a lack of awareness among citizens and a lack of training among service delivery officials. However, over time, changes have occurred year after year.

B) NOVEMBER 15, 2011: NOTIFICATION OF THE RULES

Using the powers conferred under Section 13(1) of the "Jharkhand Rajya Sewa Dene Ki Guarantee Adhiniyam, 2011, the Jharkhand Government notified the Rules on the State Foundation Day, i.e., November 15, 2011, of the same year, which were named the "Jharkhand Rajya Sewa Dene Ki Guarantee Niyamawali, 2011". This rule contains 21 sections, primarily covering the following topics:

- Power of the designated officer to authorize the receipt of applications
- Acknowledgment to the applicant
- Display of notices on notice boards
- Penalties ranging from ₹500 to ₹5,000
- Application procedures for first and second appeals
- Provisions regarding the use of information and communication technology for its implementation
- Formats for various functions under the Act
- **Section 21 of the rule** also details the authorization and time limits for 20 different services. These 20 services included the approval of various types of social security pensions, the acceptance of scholarship applications from colleges and schools, the issuance of post-mortem reports, matters related to the issuance of caste certificates, residential certificates, and income certificates, matters related to the Transport Department, the Public Distribution System, and the licensing of drug stores. The designated officer, the prescribed time limit, the first appellate officer, and the second appellate officer are clearly stated for each service. For example, the Block Development Officer and the Circle Officer are designated as the designated officers responsible for issuing caste certificates. The time limit for issuing caste certificates is 30 days from the date of receipt of the application. This means that they must issue the caste certificate within this 30 days. The Sub-Divisional Officer has been designated as the first appellate officer. If the Block Development Officer does not issue a caste certificate to a citizen within 30 days of the application, the citizen can complain to the Sub-Divisional Officer. If the Sub-Divisional Officer also fails to decide on the appeal within 15 days, the citizen can appeal to the second appellate officer, i.e., the Deputy Commissioner, for which a 15-day time limit has been set. Thus, the responsible officer, appellate officer, and time limit for a total of 55 sub-services under 20 services are clearly stated in this manual.

After the rules were drafted, the formal implementation of the Jharkhand Right to Service Act began. This rule served as the basic framework, with the number of services increasing over the years, some being removed from the system, and the timeframes changing slightly. However, this rule served as the foundation for the Right to Service in Jharkhand.

C) GUIDELINE 2011

The Guideline 2011 was developed in light of the Jharkhand Right to Service Act 2011 and the Jharkhand Right to Service Rules 2011. Under Section 18(5) of the Rules, the state government was suggested to publish a guideline to promote the Service Guarantee Act in simple language. In light of this, the state government published a short 8-page guideline, which comprehensively summarizes the rights granted to citizens, how to exercise them, the responsibilities of officials, penalties, and time limits, in simple language. Its publicity increased public awareness of the Act.

D) MARCH 2, 2012: DIRECTOR GENERAL OF POLICE ORDER NO. 53/2012

In light of the Jharkhand Right to Service Rules 2011 published by the state government, the then Director General of Police of Jharkhand, through his Order No. 53/2012, clearly directed all senior police officers in the state to ensure timely service delivery under the Right to Service Act, including passport verification, arms license verification, and character certificate verification. This letter also communicated the time limits for each task, the appellate authority, and the penalties. Previously, police verifications often required people to visit police stations. However, this directive to strictly implement these services within the scope of the Right to Service Act has sparked new hope for improvement within the police department. Similar orders were issued by all other departments as well.

E) OCTOBER 3, 2012 : DIRECTIVE TO PROVIDE ONLINE SERVICES

In his letter No. 1281 dated October 3, 2012, the then Chief Secretary of the State, Mr. S.K. Chaudhary, directed all Deputy Commissioners that since the Right to Service Act has been implemented in the state, timely service delivery would require an online mode instead of offline. To achieve this, the e-citizen service portal developed by NIC should be utilized. The support of Pragya Kendras should be sought. Therefore, all Deputy Commissioners should ensure that the services described in the Act, which are available on the e-citizen service portal, are provided online. He also directed that no Deputy Commissioner should take more than one calendar year to transition from offline to online service delivery. The transition from offline to online service delivery was now making the goal of timely service delivery under the Right to Service Act easier.

F) JUNE 29, 2015: ORDER REGARDING THE RIGHT TO SERVICE ACT WEBSITE AND RELATED ACTIVITIES.

Mr. Santosh Kumar Satpathy, then Principal Secretary of the Personnel, Administrative Reforms, and Official Language Department of the Jharkhand government, wrote to all Deputy Commissioners that the website jhr2.nic.in/rtgs related to the Jharkhand State Service Guarantee Act has been implemented. Master data related to the designated officer, first appellate officer, and second appellate officer must be entered into it. Therefore, everyone should obtain the user ID and password of the nodal officer for their respective districts. Overall, the work of operating a dedicated website for this Act has begun.

G) ADDITION OF NEW SERVICES UNDER THE ACT**i) December 29, 2015: Timelines set for 151 services**

Through Notification No. 11086, the Department of Personnel Administrative Reforms and Official Language, Government of Jharkhand, established designated officers, timelines, and first and second appellate officers for a total of 151 services in the Building Construction Department, Commercial Tax Department, Agriculture, Animal Husbandry and Cooperative Department, Labor Planning Training and Skill Development Department, Revenue Registration and Land Reforms Department, Planning and Finance Department, Urban Development and Housing Department, Women and Child Development and Social Security Department, Personnel Administrative Reforms and Official Language Department, Transport Department, Mines and Geology Department, Forest Environment and Climate Change Department, Home, Prison and Disaster Management Department, and Energy Department. Following this notification, the Act took on a more robust form.

ii) May 5, 2016: Twenty-one new services added

The Personnel Department, through its notification number 3688 dated May 5, 2016, exercised its powers under Section 3 of the Jharkhand State Services Guarantee Act, 2011, notifying 21 new additional citizen services across seven departments. These departments included the Drinking Water and Sanitation Department, the Excise and Prohibition Department, and the Health Department. The total number of services added so far was 172. The gradual addition of services continued.

iii) May 23, 2016: 26 additional services added

The Personnel Department, through notification number 4281, notified 26 new services across five departments, including the Forest, Environment and Climate Change Department, the Health Department, and the Revenue Department, along with their timelines and their respective appellate authorities.

iv) September 22, 2017: The total number of services reached 289.

The addition of new services under the scope of the Act continued. Thus, two schemes of the Industries and Mining Department were added on June 8, 2016. On September 22, 2017, a total of 109 services from eight departments were added through Notification 10065 of the Department of Personnel. Of these, the highest number of 35 schemes were related to the Forest, Environment and Climate Change Department, while 27 schemes were from the Department of Labor, Planning and Training.

v) October 10 to 18, 2017: 21 services were added through three separate notifications.

The Department of Personnel added 13 new services from four departments on October 10, 2017, six new services on October 13, 2017, and two new services on October 18, 2017. Their deadlines and officials were scheduled.

vi) Twenty services were added three times between 2019 and 2021.

Sixteen new services were notified on August 19, 2019, two new services on July 15, 2020, and two new services on March 30, 2021. These services were related to the Department of Industry, the Department of Energy, the Department of Health, and the Department of School Education and Literacy, respectively.

H) DELETION OF SERVICES**i) 24 services were also deleted.**

A total of 24 schemes were also deleted from the Right to Service Act through notifications issued in three different periods. On September 22, 2017, a decision was made to delete a total of 20 schemes from four departments.

ii) Similarly, on October 10, 2017, one service from one department was deleted, while on August 19, 2019, three services from the Department of Industry were deleted.

This means that, over time, new services are being added, old services are being removed, and necessary changes are being made, based on the need assessment. Thus, the Act is gradually improving and meeting the expectations of citizens.

AT PRESENT (2025) : A TOTAL OF 363 SERVICES ARE CURRENTLY COVERED BY THE ACT

According to the departmental website of the Jharkhand State Service Guarantee Act, a total of 363 services are currently covered by this Act. There are clear provisions for maximum time limits, relevant officials, and appellate authorities for all these services. Thus, the Act, which began in 2011 with the coverage of only 20 services, now covers 363 services, clearly demonstrating the increasing effectiveness of this Act in Jharkhand.

AMMENDMENT (DECEMBER 17, 2020) : AFTER AMENDMENTS TO THE ACT, NOW DEPARTMENTAL ACTION IS ALSO POSSIBLE ALONG WITH PENALTIES

Section 11 of the Jharkhand State Service Guarantee Act 2011 was amended and some new provisions were added. This Act, known as the Jharkhand State Service Delivery Guarantee (Amendment) Act 2020, now includes provisions for departmental action, along with fines, if officials are found guilty after review for service delays. This means the level of seriousness regarding compliance with this Act has increased. Previously, officials were only fined, but now the penalties have been further tightened. Since 2020, delays in service delivery have led to salary cuts and disciplinary action against service delivery officials.

CHANGES IN STIPULATED TIME

Over time, service deadlines have also been revised. Previously, some services, such as caste certificates and domicile certificates, took longer to issue, but now the target is to complete them within 15-30 days. Similarly, if necessary, the time limit will continue to be revised in the public interest.

EXPANSION OF SERVICES CONTINUES

The process of bringing new services under the scope of the Act continues. Earlier this year, the State Revenue Minister and Chief Secretary clearly expressed their desire to implement this Act firmly and directed departmental officials. Efforts are underway to bring nearly all essential services related to the Revenue Department under the ambit of this Act.

ENHANCEMENT IN DIGITAL INFRASTRUCTURE

The state government has launched the **JharSewa portal** for citizen services and the **JharBhumi** portal for land revenue matters. Land records have been digitized. Following these modern measures, preparations are now underway to introduce a barcode system. This means that over time, not only is the scope of this Act expanding, but the necessary digital infrastructure is also being developed. Citizens can now not only apply for services online but also track their status. Initially, the Act covered only a few basic services, such as ration cards and birth certificates. However, over time, the state government has expanded the scope of this Act to include many other services, including health services, education-related services, and land records.

REGULAR MONITORING

The grievance redressal system for service delivery has been further strengthened. Many departments have their own helpline numbers or WhatsApp numbers to receive public complaints. Citizens can now also register their complaints through toll-free helplines or mobile apps, enabling faster resolution. Regular monitoring is also underway in most departments and districts to ensure compliance with the Right to Service Act. Government departments are now mandated to publicly publish service delivery timelines and service standards. These are communicated to citizens through government websites, local offices, and SMS alerts.

INCREASED PENALTIES FOR NON-COMPLIANCE:

The punishment system for service delays has been further strengthened. Now, not only fines but also more stringent measures such as pay cuts and suspensions are being implemented. The original Act previously only provided for fines, but the 2020 amendments to the Act now provide for disciplinary action. The details of actions taken in recent years for negligence in providing timely services are as follows:-

- i) Year 2022: In Ranchi district, the then Deputy Commissioner imposed a fine of ₹11.42 lakh and show-caused notices on 16 COs for pending mutations beyond stipulated time.
- ii) February 18, 2025: The Palamu Deputy Commissioner imposed a fine of ₹1.95 lakh on the CO, Circle Inspector, and Revenue Officer for delayed service. The Deputy Commissioner again imposed fines on the Panki and Sadar COs on July 8, 2025.

CONCLUSION:

The Jharkhand Rights to Service Act implemented several reforms and improvements from 2011 to 2025. The updates have significantly improved the accessibility and transparency of government services in the state. The expansion of services, digitization, accountability, and improved grievance redressal systems have made the Act a vital legal right for citizens. Over the years, amendments have been continuously made to address new challenges in implementing the Act. However, the primary purpose of these amendments is to make the Act more effective and people-oriented. In conclusion, the Jharkhand State Service Guarantee Act, which was introduced in 2011, has now largely found its footing after a 14-year journey.

ACKNOWLEDGEMENT

I would like to express my sincere gratitude to my supervisor, Dr Reena Nand, H.O.D. Dr Kiran Jha, PhD Co-ordinator, Associate Professor Dr. S.M. Abbas and all DRC members for their valuable guidance, support, and encouragement throughout my research work till. I also wish to thank the Department of Personnel, Administrative Reforms and Rajbhasha, Govt of Jharkhand for providing this opportunity and the necessary resource for my research.

REFERENCES

1. **Government of Jharkhand.** (n.d.). *Right to Guarantee of Service*. <http://rtgsa.jharkhand.gov.in/>
2. Department of Personnel, Administrative Reforms & Rajbhasha, Jharkhand. (n.d.). *JharSewa*. <https://jharsewa.jharkhand.gov.in/>
3. Department of Revenue, Jharkhand. (n.d.). *Jhar Bhumi*. <https://jharbhoomi.jharkhand.gov.in/>
4. **Palamu Dc Action.** (2025, February 10). *Sharp Bharat*. <https://sharpbharat.com/information/jharkhand-palamu-dc-action-three-suspended/496329/>
5. **Ranchi DC took action on circle officers.** (2022, March 12). *Etv Bharat*. <https://www.etvbharat.com/hindi/jharkhand/state/ranchi/ranchi-dc-took-action-on-12-circle-officers/jh20220312165343501>