



सत्यमेव जयते

राजस्थान राज-पत्र  
विशेषांक

RAJASTHAN GAZETTE  
Extraordinary

साधिकार प्रकाशित

*Published by Authority*

ज्येष्ठ 11, शुक्रवार, शाके 1934-जून 1, 2012  
*Jyaistha 11, Friday, Saka 1934-June 1, 2012*

भाग 1 (ख)

महत्वपूर्ण सरकारी आज्ञायें।

**ADMINISTRATIVE REFORM & CO-ORDINATION DEPARTMENT**

**(GROUP-1)**

NOTIFICATION

**Jaipur, June 1, 2012**

**No. F. 13(1) AR&C/Gr.1/2012:-**In exercise of the powers conferred by section 3 of the Rajasthan Right to Hearing Act, 2012 (Act No. 22 of 2012), the State Government hereby notifies the Public Hearing Officer, first Appellate Authority and second Appellate Authority, for the purpose of said Act, as under:-

S. No.	Level of subject matter of complaint	Public Hearing Officer	First Appellate Authority	Second Appellate Authority
1	2	3	4	5
1.	Panchayat	1. Patwari for revenue matters.	Tehsildar	A sub-committee of Sub-Divisional Public Grievances Cum-Vigilance Committee constituted by the State Government.
		2. Gram Sewak for matters other than revenue.	Block Development Officer	A sub-committee of Sub-Divisional Public Grievances Cum-Vigilance Committee constituted by the State Government.
2.	Tehsil	1. Tehsildar for revenue matters of his jurisdiction.	Sub-Divisional Officer	A sub-committee of the District Public Grievances Cum-Vigilance Committee constituted by the State Government.
		2. Block Development Officer Tehsil level matters except revenue including the matters relating to the transferred activities of other departments to Panchayati Raj.	Sub-Divisional Officer	A sub-committee of the District Public Grievances Cum-Vigilance Committee constituted by the State Government.

1	2	3	4	5
3.	Sub-Division	1. Sub Divisional Officer for revenue matters of his jurisdiction.	A sub-committee of the District Public Grievances Cum-Vigilance Committee constituted by the State Government.	Divisional Commissioner
		2. All Sub-Divisional Level Officers of the concerned Departments. for complaints relating to their departments.	A sub-committee of the District Public Grievances Cum-Vigilance Committee constituted by the State Government.	Divisional Commissioner
4.	District	1. Additional Collector and Additional District Magistrate for complaints relating to revenue matters.	District Collector and District Magistrate	Divisional Commissioner
		2. Chief Executive Officer, Zila Parishad for complaints relating to Panchayati Raj and Rural Development Department.	District Collector and District Magistrate	Divisional Commissioner
		3. District Level Officers of other departments for complaints relating to their respective Department.	Regional/ Divisional level officer	Divisional Commissioner
		4. Chief Executive Officer cum Commissioner, Municipal Corporation for complaints relating to Municipal Corporation.	Mayor, Municipal Corporation	Secretary in-charge, Local Self Government Department.
		5. Commissioner, Municipal Council for complaints relating to Municipal Council.	President, Municipal Council	A sub-committee of the District Public Grievances Cum-Vigilance Committee constituted by the State Government.
		6. Executive Officer, Municipal Board for complaints relating to Municipal Board.	Chairman, Municipal Board	A sub-committee of the District Public Grievances Cum-Vigilance Committee constituted by the State Government.

1	2	3	4	5
5.	Divisional	1. Additional Divisional Commissioner  for complaints relating to revenue matters and other matters relating to Divisional Commissioner's Office.	Divisional Commissioner	Board of Revenue/ Concerned Principal Secretary.
		2. Regional/ Divisional level Officers of the concerned Departments.  for complaints relating to their departments.	Divisional Commissioner	Secretary in-charge of the Department.

**By Order of the Governor,**

डॉ. आर.पी. जैन,

**Principal Secretary to the Government.**

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**Government Central Press, Jaipur.**



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भाग 4 (ग)

उप-खण्ड (I)

राज्य सरकार तथा अन्य राज्य-प्राधिकारियों द्वारा जारी किये गये  
(सामान्य आदेशों, उप-विधियों आदि को सम्मिलित करते हुए)  
सामान्य कानूनी नियम।

**ADMINISTRATIVE REFORMS & COORDINATION  
DEPARTMENT  
(GROUP-1)  
NOTIFICATION  
Jaipur, June 1, 2012**

**G.S.R. 15.**-In exercise of the powers conferred by sub-section (1) of section 12 of the Rajasthan Right to Hearing Act, 2012 (Act No. 22 of 2012), the State Government hereby makes the following rules, namely:-

**1. Short title and commencement.**- (1) These rules may be called the Rajasthan Right to Hearing Rules, 2012.

(2) They shall come into force on and from 11<sup>th</sup> June, 2012.

**2. Definitions.**- (1) In these rules unless the context otherwise requires,-

(a) “**Act**” means the Rajasthan Right to Hearing Act, 2012 (Act No. 22 of 2012);

(b) “**Centre**” means Information and Facilitation Centre established under section 5 of the Act;

(c) “**Form**” means the Form appended to these rules; and

(d) “**Section**” means the section of the Act.

(2) The words and expression used in these rules but not defined shall have the same meaning as assigned to them in the Act.

**3. Complaint.**- (1) A person who desires hearing under the Act shall make a complaint to the Public Hearing Officer in

Form 1 or on plain paper specifying the name and address of the complainant and particulars of complaint.

(2) The complaint shall be received by the Public Hearing Officer or any other officer or employee authorised by him or In-charge of the Centre.

(3) The Public Hearing Officer or the person authorised by him or Centre shall provide Form 1 to the person who desires to file complaint and shall assist to fill the Form 1 or make complaint on plain paper, as the case may be.

(4) On receipt of complaint, a unique registration number shall be given on each complaint by the Public Hearing Officer or person who receive the complaint and such unique registration number shall be used at all levels i.e. hearing of complaint, first appeal, second appeal and in the revision.

**4. Acknowledgement.-** On receipt of the complaint, the Public Hearing Officer or the person or Centre authorised by him shall give acknowledgement of complaint to the complainant in Form 2.

**5. Transfer of complaint.-** Where a complaint is made to the Public Hearing Officer and he is of view that the subject matter of the complaint is connected with the functions of another Public Hearing Officer or falls in the jurisdiction of another Public Hearing Officer, he shall transfer the complaint to such another Public Hearing Officer and inform the complainant within seven days about such transfer.

**6. Days of Hearing.-** Every Public Hearing Officer shall fix at least two days in a week for hearing of the complaints received under the Act and same shall be notified in Form 4 on the notice board of his office.

**7. Hearing of Complaint.-** The Public Hearing Officer on receipt of the complaint shall, within the stipulated time limit, provide an opportunity of hearing to the complaint and decide the same. The Public Hearing Officer shall communicate his decision, in Form 3 to the complainant within stipulated time limit.

**8. Display of information on the notice board.-** The Public Hearing Officer shall display, on the notice board in Form 4, all relevant information relating to hearing under the Act. The notice board shall be installed at a conspicuous place of the office of Public Hearing Officer.

**9. Computation of stipulated time limit.-** While computing the stipulated time limit under these rules the public holiday shall not be counted.

**10. Denial or delay in providing hearing.-** The Public Hearing Officer shall, within the stipulated time limit, give an opportunity of hearing to complainant and in case the opportunity of hearing is denied or delayed and the decision is not communicated within the stipulated time limit, the Public Hearing Officer shall communicate to the complainant,-

- (i) the reasons for such denial or delay;
- (ii) the period within which an appeal against such denial or delay may be preferred; and
- (iii) the information about the relevant Appellate Authority.

**11. Fee.-** No fee shall be payable along with complaint, memo of first appeal or second appeal and revision application.

**12. Contents of memo of first appeal or second appeal and revision application.-** Every memo of first appeal or second appeal and revision application shall specify the following information,-

- (i) name and address of the appellant or applicant at revision, as the case may be;
- (ii) name and address of the Public Hearing Officer, officer or employee treated as designated officer under the provision of sub-section (3) of section 4 of the Act, first Appellate Authority or second Appellate Authority, as the case be, against whose order or who delayed or denied, appeal or revision preferred;

- (iii) particulars of the order against which the appeal or revision preferred;
- (iv) if the appeal is against the refusal of acknowledgement of the complaint, the date of complaint and the name and address of the Public Hearing Officer to whom the complaint was presented;
- (v) the grounds for appeal or revision;
- (vi) the relief sought; and
- (vii) any other relevant information which is necessary for the disposal of appeal or revision.

**13. Documents to be enclosed with first appeal, second appeal or revision.-** The following documents shall be enclosed with memo of appeal or revision application, namely:-

- (i) self-attested copy of the order against which the appeal or revision is preferred;
- (ii) the copies of the documents mentioned in the memo of appeal or revision application; and
- (iii) the index of the documents enclosed with the memo of appeal or revision application.

**14. Procedure for deciding first appeal, second appeal or revision.-** While deciding the first appeal, second appeal or revision,-

- (i) the relevant documents, public documents or copies thereof shall be inspected;
- (ii) any officer may be authorised for appropriate inquiry, if required; and
- (iii) the Public Hearing Officer or first Appellate Authority, as the case may be, may be heard in revision.

**15. Service of notice of hearing.-** The notice of hearing of first appeal, second appeal or revision, as the case may be, shall be served in any of the following manner, namely:-

- (i) by the party or person himself;

- (ii) through process server;
- (iii) by the registered post with due acknowledgement: or
- (iv) through the department concerned.

**16. Personal appearance.-** (1) The appellant or applicant at revision, as the case may be, shall be intimated with the date of hearing, at least seven clear days prior to such date of hearing.

(2) The appellant or applicant at revision, as the case may be, may present in person at the time of hearing of appeal or revision, or may opt not to present in the hearing.

(3) If it is satisfied that the circumstances exist due to which the appellant or applicant at revision is prevented to be present in hearing, then before taking the final decision one opportunity of hearing shall be given by the Appellate or Revision Authority, as the case may be, to the appellant or applicant at revision or may take any other appropriate action as he may deems fit.

(4) If any party remains absent after due service of notice of the fixed date of hearing, then the appeal or revision application, as the case may be, shall be disposed in his absence.

**17. Order in an appeal or revision.-** (1) The order of appeal or revision shall be pronounced in open proceedings and shall be passed in writing by the Appellate Authority or Revision Authority, as the case may be.

(2) Copy of the order of first Appellate Authority shall be given to the appellant and concerned Public Hearing Officer free of cost.

(3) Copy of the order of second Appellate Authority shall be given to the appellant, concerned Public Hearing Officer and first Appellate Authority.

(4) In case of imposing penalty, the second Appellate Authority shall also endorse a copy of the order to the concerned,-

- (a) Drawing and Disbursing Officer, with the direction to recover the amount of penalty from next salary of the Public Hearing Officer; and



(b) Treasury Officer.

(5) In case where the second Appellate Authority recommend for the departmental enquiry against the Public Hearing Officer or the officer or employee authorised by the Public Hearing Officer, first Appellate Authority, as the case may be, he shall send the copy of order passed by him for necessary disciplinary action to the disciplinary authority concerned.

(6) Where in a revision, the order of second Appellate Authority is revised or modified, the Revision Authority shall send a copy of the said order to the second Appellate Authority and the officers specified in sub-rule (4) and (5).

**18. Recovery of penalty.-** (1) On receipt of order of imposition of penalty under section 7 of the Act, the Drawing and Disbursing Officer subject to any order passed by the Revision Authority, shall recover the amount of penalty from the next salary of the concerned Public Hearing Officer and deposit the same in the government account and send a copy of challan to the second Appellate Authority concerned.

(2) If in revision any order passed by the second Appellate Authority is revised or modified the copy of such order shall be sent to the Drawing and Disbursing Officer and Treasury Officer concerned for compliance.

**19. Maintenance of record.-** The Public Hearing Officer, first Appellate Authority, second Appellate Authority and Revision Authority shall maintain the record of the cases in Form 5, Form 6, Form-7 or Form 8, as the case may be.

**20. Establishment of Information and Facilitation Centre.-** (1) The State Government may establish Information and Facilitation Center which may include establishment of customer care centers, call centers, help desks and people's support centers or any other e-mitra, Rajiv Gandhi Seva Kendra or other institutions authorised to act as Information and Facilitation Center.

(2) If the complaint is received by any Information and Facilitation Center authorised for receiving complaints, the In-charge of the Information and Facilitation Center shall transfer the same immediately to the Public Hearing Officer concerned and the time taken in such transfer shall not be counted in the stipulated time limit.

(3) The unique registration number given on complaint and action taken on complaint or transfer of complaint may also be made online for efficient and effective hearing of grievance of the people.

(4) A State wide net work may be developed by the State Government to receive, register and monitor the complaints.

**21. Monitoring of implementation.**— The State Government may introduce a system for centralized monitoring of the timely hearing of complaints and for use of Information and Communication Technologies for implementing and monitoring the various provisions of the Act.

**22. Dissemination and training.**— The State Government may, to the extent of availability of financial and other resources,-

- (i) develop and organize campaigns and programmes to advance the understanding of the public, in particular of the disadvantaged communities, as to how to exercise the rights contemplated under the Act;
- (ii) encourage public authorities to participate in the development and organization of programmes referred to in clause (i) above and to undertake such programmes themselves;
- (iii) promote timely and effective dissemination of accurate information by public authorities about the hearing of complaints and timelines and the processes for complaints;
- (iv) train the Public Hearing Officer, first Appellate Authority, second Appellate Authority and Revision Authority of their duties under the Act;

- (v) compile a guide 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; and
- (vi) update and publish guidelines referred to in clause (v) above at regular intervals which shall, in particular and without prejudice to the generality of the clause (v) above, include-
- (a) the objects of the Act;
  - (b) the manner and the form in which request for the hearing shall be made to the Public Hearing Officer or file appeal to the Appellate Authorities;
  - (c) any additional regulations or circulars made or issued in relation to obtain the opportunity of hearing under the Act.

**23. Direction by the State Government.-** The State Government may issue any directions, from time to time, for effective implementation of the provisions of the Act, superintendence of the cases filed under the Act and for the inspection of the offices of the Public Hearing Officer, first Appellate Authority, second Appellate Authority, Revision Authority and Drawing and Disbursing Officer.

### Form 1

### FORM OF APPLICATION

(See rule 3)

To,

The Public Hearing Officer,

.....

.....

(Name of the Public Hearing Officer &  
Office Address)

1. Name of the complainant: .....
2. Father's Name: .....

3. Address:.....  
Contact No./Mobile No.....
4. Complaint:  
(a) Benefit or relief claimed:  
.....  
.....  
.....  
(separate sheet may be attached)  
(b) Name of officer and department to which complaint relates:  
.....
5. If documents annexed in support of complaint, details of documents:  
(i)  
(ii)  
(iii)
6. If complaint made earlier: Yes/No  
(If, yes give the name of officer/Department)
7. Reply received on the earlier Yes/No  
complaint:  
(If yes, give details of reply)
8. Any other information which the application may like to mention: .....

Date: .....

**Signature of complainant**

(Please obtain acknowledgement of your complaint compulsorily)

**Form 2**  
**ACKNOWLEDGEMENT**

(See rule 4)

**Unique Registration No.** ..... **Date :** .....

1. Name of the complainant: .....
2. No. of document annexed with complaint : .....
3. Date fixed for hearing of the complaint: .....
4. Any other particular, the Public Hearing Officer may like to mention: .....

Place: .....

Date: .....

**Signature of Recipient**  
**Name and Designation with seal**

**Form 3**

(See rule 7)

Name of the office/department: -----

**No.** .....

**Date:** .....

1. Name of the Public Hearing Officer : -----
2. Name of the complainant: -----
3. Reference of Unique Registration Number of the complaint and date: -----
4. Subject of the Complaint: -----
5. Date of Hearing: -----

Decision

Signature of Public Hearing Officer

-----  
If the complainant aggrieved by the decision he may file an appeal within thirty days to the first Appellate Authority: (details of first

Appellate Authority) -----  
-----

Signature of Public Hearing Officer

**Form 4**

**INFORMATION RELATING TO HEARING UNDER  
THE RAJASTHAN RIGHT TO HEARING ACT, 2012**

(See rule 8)

Name of the Public Hearing Officer: .....

Office Address:.....

1	Name of the person authorised to receive the application	:	----- ----- -----
2	Days fix for hearing the complaint	:	days -----
3	Stipulated time limit for disposal of complaint	:	
4	Time limit for filing the first appeal	:	Within thirty days from the expiry of stipulated time limit or from the date of decision.
5	Time limit for filing the Second appeal	:	Within thirty days from the date of decision of the first Appellate Authority.
6	Name and Address of the first Appellate Authority	:	----- ----- -----
7	Name and Address of the second Appellate Authority	:	----- -----
8	Time limit of communication of the decision on the complaint	:	

Note: Please obtain acknowledgement of your application compulsorily.

**Signature of Public Hearing Officer**



**Form-7**

(See rule 19)

**FORM OF REGISTER TO BE MAINTAINED IN THE OFFICE OF SECOND APPELLATE AUTHORITY**

Name of the office of the second Appellate Authority: .....

S. No.	Date of filing second appeal	Unique Reg. No. of complaint	Name & address of appellant	Name & address of the PHO/ First Appellate Authority	Appeal accepted/ rejected	Penalty (If any) Rs.	Date of Decision	date of intimation the decision sent to the appellant
1	2	3	4	5	6	7	8	9

**FORM-8****FORM OF REGISTER TO BE MAINTAINED IN THE OFFICE OF REVISION AUTHORITY**

(See rule 19)

Name and address of the office of the Revision Authority: .....


S. No.	Date of filing the revision	Unique Reg. No. of complaint	Name & address of applicant at revision	Name & address of the PHO/ first Appellate Authority	Revision accepted/ rejected	Penalty (If any) Rs.	Date of Decision	date of intimation the decision sent
1	2	3	4	5	6	7	8	9

**[No. F. 13(1) AR&C/Gr.I/2012]****By Order of the Governor,**

डॉ. आर.पी. जैन,

**Principal Secretary to the Government.****Government Central Press, Jaipur.**



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भाग 1 (ख)

महत्वपूर्ण सरकारी आज्ञायें।

**ADMINISTRATIVE REFORM & COORDINATION DEPARTMENT**

**(GROUP-1)**

NOTIFICATIONS

**Jaipur, June 1, 2012**

**No. F. 13(1)AR&C/Gr.1/2012.**—In exercise of the powers conferred by section 8 of the Rajasthan Right to Hearing Act, 2012 (Act No. 22 of 2012), the State Government hereby nominates Secretary in-charge of Departments, as Revision Authority for their respective Departments.

**Explanation:** For the purpose of this notification "Secretary-in-charge" means the Additional Chief Secretaries, Principal Secretary or Secretary, who is for the time being overall in-charge of the Department concerned.

**Jaipur, June 1, 2012**

**No. F. 13(1)AR&C/Gr.1/2012.**—In exercise of the powers conferred by section 3 of the Rajasthan Right to Hearing Act, 2012 (Act No. 22 of 2012), the State Government hereby notifies the stipulated time limit of seven days for communication of the decision of the complaint or appeal.

**Jaipur, June 1, 2012**

**No. F. 13(1) AR&C/Gr.1/2012.**—In exercise of the powers conferred by section 3 of the Rajasthan Right to Hearing Act, 2012 (Act No. 22 of 2012), the State Government hereby notifies 15 days, from the date of receipt of complaint, as stipulated time limit for hearing and disposal of the complaint under the said Act.

**Jaipur, June 1, 2012**

**No. F. 13(1)AR&C/Gr.1/2012.**—In exercise of the powers conferred by section 3 of the Rajasthan Right to Hearing Act, 2012 (Act No. 22 of 2012), the State Government hereby notifies 21 days, from the date of filing of the appeal, as stipulated time limit for the disposal of the first appeal under the said Act.

**By Order of the Governor,**

डॉ. आर.पी. जैन,

**Principal Secretary to the Government**