

Relevant Extract of the Khyber Pakhtunkhwa Right to Public Services Act, 2014.

- 2. Definitions.** ---In this Act, unless the context otherwise requires,-
- (a) "Appellate Authority" means the concerned administrative Secretary of the Department or such other person or authority, as may be specified by Government through notification;

 - (k) "public service" means any service or services notified by Government, under section 4;
- 3. Right to public services.**---(1) Subject to the provisions of this Act, every eligible person shall have a right to public services.
- (2) The right conferred under sub-section (1) shall include the right to-
 - (a) have access to the public service;
 - (b) receive the public service within a specified time limit;
- 4. Notification of public services and time limit.**---(1) Government may by notification, in the official Gazette, from time to time, specify any service to be a public service, for the purpose of this Act and also specify by a notification, the time limit within which such services shall be provided by the designated officer to the eligible persons.
- (2) For providing public services specified under sub-section (1), Government may, by notification designate different officers for different public services, who shall be responsible for providing each of such service to the eligible person.

 - (3) While specifying the time limit for provision of any public service, in order to arrive at an informed decision, Government may invite and receive recommendations from all related public functionaries, as well as general public through prior publication of the proposed time limit along with a precise description of service.
- 5. Providing of public service within the specified time limit.**---
- (1) It shall be mandatory on the part of the designated officer to provide public services to the eligible persons within the time limit as specified in the notification issued under sub-section (2) of section 4.

 - (2) The specified time limit shall start from the date when an application is submitted by the eligible person to the designated officer or to a person subordinate to him, authorized to receive the application for providing the public service.

 - (3) All applications received by the designated officer or the authorized person, shall be duly acknowledged by putting an inward stamp specifying the inward number, date and time of receipt of such application, on the duplicate copy of such application.

(4) On receipt of an application under sub-section (3), the designated officer shall within the specified time limit, either provide the public service or reject the application: Provided that in case of rejection of the application, the designated officer shall record reasons thereof and intimate the same to the applicant.

8. Powers of Appellate Authority.---The Appellate Authority shall, while deciding an appeal under section 6, have the same powers as are vested in the Civil Court under the Code of Civil Procedure 1908 (Act V of 1908), in respect of the following matters,-

- (a) requiring the production and inspection of documents;
- (b) issuing summons for a hearing to the designated officer and the appellant;
- (c) requisitioning any public records or copies thereof from any Government office;
- (d) levying of fine or compensation upon the concerned designated officer to pay compensation;
- (e) directing the designated officer to pay compensation to the eligible person; and
- (f) any other matter which may be prescribed by rules;

10. e-Governance of services.---Government shall endeavor and encourage all the authorities required under this Act to deliver to the eligible persons, the public services within the specified time limit, as a part of e-Governance.

24. Power of the Commission to send applications to the Appellate Authority directly.-
-- Notwithstanding anything contained in this Act, the Commission, if it receives any application alleging non-compliance of the provisions of this Act, may if it deems fit, send such an application directly to any Appellate Authority for taking further action in the matter, in accordance with the provisions of this Act.