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अंडमान तथा निकोबार प्रशासन
ANDAMAN AND NICOBAR ADMINISTRATION
सचिवालय/SECRETARIAT

Sri Vijaya Puram, dated the 23rd July, 2026

PRESS NOTE

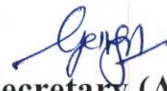
It is brought to notice of all concerned that the Draft Regulation namely 'The Andaman and Nicobar Islands (Right of Public Services) Regulation, 2026' is uploaded by this Administration in the Administration website www.andamannicobar.gov.in inviting claims/objections (if any) from the general public / departments on the Draft Regulation. The claims/objections or comments may be submitted to the undersigned in the address given below or through email at asar-trg@and.nic.in within 30 (thirty) days from the date of publication of this Press Note.

Address: Office of the Assistant Secretary (AR & Training/PGC)
A & N Administration
Secretariat
Sri Vijaya Puram - 744101

No claim and objection will be entertained after 30 (thirty) days of publication of this Press Note.

Yours faithfully

Encl: A/A


Assistant Secretary (AR&Trg.)

23/07/26

23/7

Copy to:-

1. P.A. to Secretary (AR&Trg.), A&N Administration, for kind information of the Secretary (AR&Trg.).
2. The Chief Editor, Daily Telegram, Sri Vijaya Puram with the request to publish the Press Note in the 'Daily Telegram' for 02 (two) days on 24/07/2026 and 27/07/2026 & two copies of the edition may be forwarded to the undersigned for reference and records.


Assistant Secretary (AR&Trg.)

23/07/26

23/7

**THE ANDAMAN AND NICOBAR ISLANDS
(RIGHT TO PUBLIC SERVICES) REGULATION, 2026**

No. ____ of 2026

Promulgated by the President in the Seventy-seventh Year of the Republic of India.

A Regulation to lay down an obligation upon every public authority in the Union territory of Andaman and Nicobar Islands to provide for timely delivery of public services to eligible persons and to provide for grievance redressal, automatic appeal mechanism, penalty, compensation and matters connected therewith or incidental thereto.

In exercise of the powers conferred by clause (1) of article 240 of the Constitution, the President is pleased to promulgate the following Regulation made by her:—

CHAPTER I

PRELIMINARY

1. Short title and commencement

(1) This Regulation may be called the Andaman and Nicobar Islands (Right to Public Services) Regulation, 2026.

(2) It shall come into force on such date as the Government may, by notification in the Official Gazette, appoint; and different dates may be appointed for different provisions of this Regulation.

2. Definitions

In this Regulation, unless the context otherwise requires,—

(a) “Administration” means the Andaman and Nicobar Administration;

(b) “Appellate Authority” means the Appellate Authority constituted under section 12;

(c) “auto-appeal” means an appeal deemed to have been filed automatically on behalf of an eligible person through the notified electronic system or such other mechanism as may be prescribed, where a public service, complaint or appeal is not disposed of within the stipulated time limit;

(d) “complaint” means a complaint filed by an eligible person regarding any grievance relating to, or arising out of, any failure in rendering a public service notified under section 4 or in the functioning of a public authority, but does not include a grievance relating to the service matters of a public servant, whether serving or retired;

(e) “Designated Authority” means an officer designated by a public authority under sub-section (1) of section 9;

(f) “Designated Officer” means an officer or employee whose name is published under sub-section (1) of section 5 for rendering a public service notified under section 4;

(g) “eligible person” means a person who is eligible for obtaining a public service notified under section 4;

(h) “Government” means the Lieutenant Governor of the Union territory of Andaman and Nicobar Islands appointed by the President under article 239 of the Constitution;

(i) “Grievance Redressal Officer” means a Grievance Redressal Officer designated as such under sub-section (1) of section 6;

(j) “local body” means a Municipal Council, Panchayat, Town Planning Authority or any other body or authority, by whatever name called, for the time being invested by law to render, regulate, control or manage public services or services of public utility within the Union territory or any local area thereof;

(k) “notification” means a notification published in the Official Gazette and the expressions “notify” and “notified” shall be construed accordingly;

(l) “prescribed” means prescribed by rules made by the Government under section 29;

(m) “public authority” means any authority, body or institution of self-government established or constituted—

(i) by or under the Constitution in the Union territory of Andaman and Nicobar Islands;

(ii) by any law made by Parliament;

(iii) by any Regulation applicable to the Union territory of Andaman and Nicobar Islands; or

(iv) by any notification issued or order made by the Government or the Administration,

and includes—

(A) any body owned, controlled or substantially financed by funds provided by the Administration;

(B) any non-government organisation substantially financed, directly or indirectly, by funds provided by the Administration;

(C) any organisation or body corporate in its capacity as an instrumentality of “State” as defined under article 12 of the Constitution and rendering public services or services of public utility in the Union territory;

(D) any Government company as defined under clause (45) of section 2 of the Companies Act, 2013, which is owned or controlled by the Administration;

(E) any company, society, trust, agency, concessionaire or other entity which supplies goods or renders services to the public in pursuance of an obligation imposed under any Central

Act, Regulation, local law, licence, permission, authorisation, agreement, concession or other arrangement with the Government or the Administration; and

(F) any private entity rendering a public service in pursuance of an agreement, memorandum of understanding, public-private partnership, concession or other arrangement with the Government or the Administration, to the extent of such public service;

(n) “public service” or “service” means any service, including any function, obligation, responsibility or duty, to be provided or rendered by a public authority and notified under section 4;

(o) “Union territory” means the Union territory of Andaman and Nicobar Islands;

(p) “year” means a calendar year commencing on the 1st day of January and ending on the 31st day of December.

CHAPTER II

RIGHT TO DELIVERY OF PUBLIC SERVICES

3. Right to public services

Subject to the provisions of this Regulation, every eligible person shall have the right to time-bound delivery of public services and redressal of grievances in accordance with this Regulation and the rules made thereunder.

4. Notification of services by Government

The Government may, from time to time, notify the public services to which this Regulation shall apply and the stipulated time limits within which such services shall be provided.

5. Obligation of public authority to publish names of Designated Officers responsible for rendering services

(1) Every public authority shall, within two months of the notification issued under section 4, publish the names, designations, office addresses and contact details of the Designated Officers responsible for rendering the public services notified under section 4.

(2) It shall be the duty of the Designated Officer to provide the public service to the eligible person within the time limit specified in the notification issued under section 4, failing which the matter shall be deemed to have been filed automatically as an appeal before the Grievance Redressal Officer.

(3) Every public authority shall ensure that applications for notified public services are assigned a unique application number and that the status of such applications is capable of being tracked in such manner as may be prescribed.

(4) Where an application is received physically or through an assisted mode, the receiving public authority shall, in such manner as may be prescribed, cause the application to be entered in the electronic system and provide an acknowledgement to the applicant.

(5) The applicant may provide a mobile number or e-mail address for receiving electronic intimation:

Provided that non-availability of a mobile number or e-mail address shall not by itself be a ground for refusal to receive, register or process an application, complaint or appeal.

CHAPTER III

GRIEVANCE REDRESSAL OFFICERS

6. Grievance Redressal Officers

(1) Every public authority shall designate as many officers as may be necessary as Grievance Redressal Officers in all departments, administrative units or offices in the Union territory, municipal areas, panchayats and such other offices where public services are rendered, to receive, enquire into and redress complaints from eligible persons in such manner as may be prescribed:

Provided that the Grievance Redressal Officer so designated shall be an officer of such level as may be prescribed.

(2) Every public authority shall display at its office, website, customer care centre, help desk, service centre, Jan Seva Kendra, if any, and at the office of the Grievance Redressal Officer, the name, designation, address, telephone number, e-mail address and such other means of contacting the Grievance Redressal Officer as may be prescribed.

(3) Every public authority shall designate such number of Grievance Redressal Officers for such areas as may be necessary to ensure that the Grievance Redressal Officer is easily accessible and available for redressal of grievances of the public.

(4) Where a complainant is unable to make a complaint in writing or through electronic means, the Grievance Redressal Officer shall render all reasonable assistance to such person to reduce the complaint into writing or to register it through the prescribed mode.

7. Acknowledgement of complaint

The Grievance Redressal Officer shall, within three working days of receipt of a complaint or an auto-appeal, acknowledge such receipt in writing or through electronic means or text message or through such other means as may be prescribed, specifying the date, time, place, unique complaint or appeal number, particulars of the receiver of the complaint or appeal and the stipulated time frame within which the grievance shall be redressed.

8. Duties of Grievance Redressal Officer

(1) Upon receipt of an appeal under sub-section (2) of section 5 or a complaint under section 6, it shall be the duty of the concerned Grievance Redressal Officer to ensure that—

(a) the grievance is remedied within such time limit as may be prescribed, failing which the matter shall be deemed to have been filed automatically as an appeal before the Designated Authority;

(b) the reason for the grievance is identified, the grievance is redressed satisfactorily and the responsibility, if any, of the defaulting person is fixed;

(c) where the grievance has occurred as a result of deficiency, negligence or malfeasance on the part of any individual, action is taken in accordance with the applicable rules; and

(d) where the Grievance Redressal Officer is convinced that the Designated Officer or any other person responsible for rendering the public service has wilfully neglected to render the service or there exist prima facie grounds for a case under the Prevention of Corruption Act, 1988, the Grievance Redressal Officer shall make an observation to that effect and refer the matter to the appropriate authority in writing.

(2) The Grievance Redressal Officer shall ensure that the complainant is informed in writing or through such other means as may be prescribed of the manner in which the grievance has been redressed.

(3) The Grievance Redressal Officer shall, within such time as may be prescribed, report every complaint or appeal which has not been redressed, along with the details of the complainant, nature of complaint and reasons for non-redressal, to the Designated Authority referred to in section 9.

CHAPTER IV

DESIGNATED AUTHORITY

9. Designated Authority

(1) Every public authority shall designate such officers as Designated Authorities in all its administrative units and offices as it may deem necessary, who shall hear complaints referred to it under sub-section (3) of section 8 and auto-appeals generated under clause (a) of sub-section (1) of section 8.

(2) Every complaint received by the Designated Authority under sub-section (3) of section 8 shall be deemed to be an appeal before such authority.

(3) Any person aggrieved by a decision of the concerned Grievance Redressal Officer, or who has not received a decision within the time prescribed for redressal of the grievance, or who has not been informed in writing or through the prescribed mode of the manner in which his grievance has been redressed, may, within thirty days from the receipt of such decision or from the expiry of the prescribed time limit, prefer an appeal to the Designated Authority:

Provided that the Designated Authority may admit the appeal after the expiry of thirty days if it is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(4) The receipt of an appeal under sub-section (3) shall be acknowledged by the Designated Authority in writing or through electronic means or text message or through such other means as may be prescribed, within three working days.

(5) Every appeal filed under sub-section (3), or deemed appeal under sub-section (2), shall be disposed of by the Designated Authority within such time limit as may be prescribed, failing which the matter shall be deemed to have been filed automatically as an appeal before the Appellate Authority.

(6) The Designated Authority shall arrange to deliver copies of its decision to the parties concerned within such time as may be prescribed.

10. Other powers of Designated Authority

(1) Where it appears to the Designated Authority that the grievance complained of is prima facie indicative or representative of a corrupt act or practice in terms of the Prevention of Corruption Act, 1988 on the part of the officer or person complained against, it shall record in writing such evidence as may be found in support of such conclusion and shall refer the matter in writing to the appropriate authority.

(2) The Designated Authority shall, upon adjudication of an appeal, have the power to issue directions requiring the concerned officers or persons of the public authority to take such steps as may be necessary to render the public service in compliance with the notification issued under section 4.

CHAPTER V

APPELLATE AUTHORITY

11. Appeal to Appellate Authority

(1) Any person who is aggrieved by a decision of the Designated Authority, may, within thirty days from the expiry of such prescribed time or from the receipt of such decision, prefer an appeal to the Appellate Authority:

Provided that the Appellate Authority may admit the appeal after the expiry of thirty days if it is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(2) Any matter deemed to have been filed automatically as an appeal before the Appellate Authority under sub-section (5) of section 9 shall be treated as an appeal under this section.

(3) The decision of the Appellate Authority under this section shall be binding.

12. Constitution of Appellate Authority

The Government shall, by notification in the Official Gazette, may notify, as many senior officers belonging to All India Service as Appellate Authority, as may be necessary to exercise the powers conferred on, and to perform the functions assigned to, the Appellate Authority under this Regulation.

13. Powers of Appellate Authority

(1) The Appellate Authority shall, for the purposes of its functions under this Regulation, have the same powers as are vested in a civil court under the Code of Civil Procedure, 1908 in respect of the following matters, namely:—

- (a) summoning and enforcing the attendance of any person and examining him on oath;
- (b) discovery and production of any document or other material object producible as evidence;
- (c) receiving evidence on affidavits;
- (d) requisitioning any public record;
- (e) issuing commissions for the examination of witnesses; and
- (f) such other matters as may be prescribed.

(2) The Appellate Authority shall not be bound by the procedure laid down in the Code of Civil Procedure, 1908, but shall be guided by the principles of natural justice and, subject to the other provisions of this Regulation and the rules made thereunder, shall have power to regulate its own procedure.

14. Delivery of copies of decision

The Appellate Authority shall arrange to deliver copies of its decision to the parties concerned within such time as may be prescribed.

15. Other powers of Appellate Authority

(1) The Appellate Authority shall, upon adjudication of an appeal, have the power to issue directions requiring the public authority to take such steps as may be necessary to render the public service in compliance with the notification issued under section 4.

(2) It shall be the duty of the Appellate Authority to receive and inquire into an appeal or complaint from any person—

- (a) who has been unable to submit an appeal to the Designated Authority;
- (b) who has been refused redress of grievance under this Regulation;
- (c) whose complaint or appeal has not been disposed of within the specified time limit; or
- (d) in respect of any other matter relating to registering, processing, hearing or redressing of a complaint or appeal under this Regulation.

16. Burden of proof

In any appeal proceeding under this Regulation, the burden of proving that the public service was not wrongfully denied or delayed, or that the grievance was duly redressed, or that the delay or rejection was due to sufficient and reasonable cause, shall lie on the concerned

Designated Officer, Grievance Redressal Officer or such other officer or person of the public authority as may be responsible for such denial, delay or redressal.

17. Where grievance complained of is a result of corrupt practices

Where it appears to the Appellate Authority that the grievance complained of is prima facie indicative of a corrupt act or practice in terms of the Prevention of Corruption Act, 1988 on the part of the responsible officer or person of the public authority complained against, it shall record such evidence as may be found in support of such conclusion and shall refer the matter to the appropriate authority.

CHAPTER VI

PENALTY AND COMPENSATION

18. Penalty and compensation

(1) The Appellate Authority or the Designated Authority may impose a penalty on the Designated Officer, Grievance Redressal Officer or any other officer or person responsible for rendering the public service or for redressing the grievance, for failing to discharge his duties under this Regulation without sufficient and reasonable cause.

(2) The penalty to be imposed under sub-section (1) shall not be less than one thousand rupees but may extend to ten thousand rupees:

Provided that the concerned Designated Officer, Grievance Redressal Officer or other responsible officer or person, as the case may be, shall be given a reasonable opportunity of being heard before any penalty is imposed on him under this section.

(3) The penalty imposed under this section shall be recovered from the salary, remuneration, contractual payment, security deposit or any other amount payable to the person against whom the penalty has been imposed, in such manner as may be prescribed:

Provided that where the person against whom penalty has been imposed is employed by, or is acting on behalf of, a company, concessionaire, agency or other entity rendering a notified public service, the concerned public authority may require such company, concessionaire, agency or entity to recover and deposit the amount of penalty in such manner as may be prescribed.

(4) On imposition of penalty under sub-section (1), the Appellate Authority or the Designated Authority, as the case may be, may, by order, direct that such portion of the penalty imposed shall be awarded to the appellant or complainant as compensation as it may deem fit:

Provided that the amount of compensation awarded shall not exceed the amount of penalty imposed under this section.

(5) The penalty imposed under this section shall be in addition to, and not in derogation of, any disciplinary or administrative action which may be taken under the applicable service rules, contract, licence, concession, agreement or other law for the time being in force.

CHAPTER VII

MISCELLANEOUS

19. Reporting requirements

(1) Every public authority shall ensure that every Grievance Redressal Officer and Designated Authority keeps a record of applications, complaints, auto-appeals, appeals and decisions thereon under this Regulation.

(2) Every public authority shall publish, in such manner and within such time as may be prescribed, a report mentioning therein—

- (a) the number of applications received for notified public services;
- (b) the number of applications disposed of within the stipulated time limit;
- (c) the number of applications disposed of beyond the stipulated time limit;
- (d) the number of applications pending beyond the stipulated time limit;
- (e) the number of complaints and appeals received;
- (f) the number of complaints and appeals disposed of;
- (g) the number of complaints and appeals pending;
- (h) the number of auto-appeals generated at each level;
- (i) the number of penalties imposed and compensation awarded; and
- (j) such other particulars as may be prescribed.

20. Officers and employees of Appellate Authority

(1) The Government shall provide the Appellate Authority with such officers and employees as may be necessary for efficient performance of its functions under this Regulation.

(2) The officers and employees so appointed shall discharge their functions under the general superintendence of the Appellate Authority.

21. Officers and employees of Appellate Authority to be public servants

The members, officers and employees of the Appellate Authority shall be deemed to be public servants within the meaning of clause (28) of section 2 of the Bharatiya Nyaya Sanhita, 2023.

22. Bar of jurisdiction of civil court

No civil court shall have jurisdiction to settle, decide or deal with any question or to determine any matter which is, by or under this Regulation, required to be settled, decided, dealt with or determined by the Grievance Redressal Officer, the Designated Authority or the Appellate Authority.

23. Enforcement of orders by Appellate Authority

Every order made by the Appellate Authority may be enforced by it in the same manner as if it were a decree or order made by a civil court in a suit pending therein; and it shall be lawful for the Appellate Authority, in the event of its inability to execute such order, to send the order to the civil court within the local limits of whose jurisdiction—

(a) in the case of a public authority not falling under clauses (b) and (c), the principal office of such public authority is situated;

(b) in the case of an order against a public authority being a company, the registered office of the company is situated; or

(c) in the case of an order against any other person, the place where the person concerned voluntarily resides, carries on business or personally works for gain is situated,

and thereupon the court to which the order is so sent shall execute the order as if it were a decree or order sent to it for execution.

24. Protection of action taken in good faith

No suit, prosecution or other legal proceeding shall lie against any person for—

(a) anything which is in good faith done or intended to be done in pursuance of this Regulation or any rule made thereunder; or

(b) delay in rendering a public service, or inability to render such service, where such delay or inability is on account of reasonable cause beyond the control of the person responsible for delivery of the service.

25. Provisions to be in addition to existing laws

The provisions of this Regulation shall be in addition to, and not in derogation of, any other law for the time being in force.

26. Power to make rules

(1) The Government may, by notification in the Official Gazette, make rules, not inconsistent with this Regulation, for carrying out the purposes of this Regulation.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:—

(a) the manner of notifying public services and stipulated time limits under section 4;

- (b) the manner of publication of names, designations, office addresses and contact details of Designated Officers under sub-section (1) of section 5;
- (c) the manner of generation of unique application number and tracking of applications under sub-section (3) of section 5;
- (d) the manner of receiving, digitising and acknowledging physical or assisted applications under sub-section (4) of section 5;
- (e) the manner of receipt, enquiry and redressal of complaints, and the level of officer to be designated as Grievance Redressal Officer under sub-section (1) of section 6;
- (f) the manner of display of details of Grievance Redressal Officers under sub-section (2) of section 6;
- (g) the manner of acknowledgement of complaints and appeals, particulars of receiver of complaint or appeal and time frame for redressal under section 7;
- (h) the time within which grievances shall be redressed by the Grievance Redressal Officer under clause (a) of sub-section (1) of section 8;
- (i) the time within which the Grievance Redressal Officer shall report complaints or appeals not redressed to the Designated Authority under sub-section (3) of section 8;
- (j) the other means of acknowledgement and the time within which an appeal may be disposed of by the Designated Authority under section 9;
- (k) the time within which the Designated Authority shall deliver copies of its decision to the parties concerned under sub-section (6) of section 9;
- (l) the other matters for which the Appellate Authority shall have the powers of a civil court under clause (f) of sub-section (1) of section 13;
- (o) the time within which the Appellate Authority shall arrange to deliver copies of its decision to the parties concerned under section 14;
- (p) the manner of automatic generation, registration, transmission, tracking and disposal of auto-appeals under this Regulation;
- (q) the manner of giving notice to the eligible person and the concerned public authority at each stage of auto-appeal;
- (r) the manner of recovery of penalty under sub-section (3) of section 18;
- (s) the manner and time within which the public authority shall publish reports and other particulars under sub-section (2) of section 19;
- (t) the formats of applications, complaints, appeals, acknowledgements, orders and reports;
and

(u) any other matter which is required to be, or may be, prescribed.

(3) Every rule made under this section shall be laid, as soon as may be after it is made, before each House of Parliament while it is in session, for a total period of thirty days, which may be comprised in one session or in two or more successive sessions; and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, both Houses agree in making any modification in the rule or both Houses agree that the rule should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be; so, however, that such modification or annulment shall be without prejudice to the validity of anything previously done under that rule.

27. Power to remove difficulties

If any difficulty arises in giving effect to the provisions of this Regulation, the Government may, by order published in the Official Gazette, make such provisions, not inconsistent with the provisions of this Regulation, as may appear to the Government to be necessary for removing the difficulty:

Provided that no order shall be made under this section after the expiry of two years from the commencement of this Regulation.

President.