GUIDELINES OF R.D. DEPT. FOR PROVIDING

THE SERVICE OF “REPAIR OF HAND PUMPS”

Bhubaneswar, 30.12.2012

The Odisha Right to Public Service Act, 2012, is an initiative by the State Government to provide guarantee for the delivery of important services in a time bound manner. The Act enables the citizens to demand public service as a right. It also includes provision for penal action against officials failing to provide the services within the stipulated time. The principle is to generate a demand for services and to provide citizens with a platform for getting their grievances redressed in a time bound manner.

Rural Development Department has notified the service of ‘Repair of Hand Pump’ to be covered under the Odisha Right to Public Service Act, 2012. Under the Act, Junior Engineer II, RWSS of Block is notified as Designated Officer (DO). Assistant Engineer, RWSS is the Appellate Authority (AA) and Revisional Authority (RA) is the Block Development Officer (BDO).

The Identification Number will be painted on each tube well in colour on pedestal just below the water chamber in vertical direction. It will facilitate the citizen for correct identification & lodge complaint about the tube well which is out of order. The number will represent district (00), Block (00), G.P. (00), Village (00), Habitation (00), and Sl.No of tube well. All the permanent defunct tube wells will be removed and no identification number (ID) shall be done. For providing repair of tube well as public service, no document except a plain paper application about the tube well, which is out of order with location details, will be submitted before the Designated Officer.

The computerization of database of all the 3,28,000 tube wells has been completed. Since these tube wells are located in 1,41,928 habitations for convenience of the people, the location and correct identification of tube wells need to be understood properly. Habitation-wise list of tube wells may be made available on the internet and hard copy will also available with the Jr. Engineer-II, RWSS and at all Gram Panchayat level for facilitating provision of the service. All the repair staff for the tube wells for tube wells placed at Block level under Panchayati Raj Department by Rural Development Department will also work under the control of the Junior
Engineer-II. The spare parts which are being procured by Purchase Committee at the Block level will be kept by Junior Engineer-II in Block level store. JE-II, RWSS shall keep record of all the Hand pumps tube wells under him with reference to G.P., village, habitation, location of the tube wells with identification number and data of operational and non-operational tube wells at any time. JE-II, RWSS shall keep data base of all SEMs (Self Employed Mechanic) deployed under him with their Mobile No. and/or contact details. He shall maintain a complaint register at Block level in detail to receive the complaint and update it regularly after repair of tube wells in the manner prescribed under the Act/Rules without fail. All the registers are to be maintained. JE-II, RWSS shall attend Panchayat Samiti meetings regularly. Complaint is to be received at Block level at office hours only. The person who wants to lodge a complaint, for repair of tube well, is to submit an application in a prescribed form (to be available with Junior Engineer-II and at GP level). The Junior Engineer or his designated person will assist the person to fill up the application form with date, applicant’s name, details of tube wells and other. On the receipt of application JE-II or his designated person will give acknowledgement copy to the applicant. On receipt of complaint JE-II will take all the possible steps to get the tube well repair done within time frame. If he is unable to do so then the matter will be brought to the notice of AE (Appellate authority) and BDO in the prescribed form with specific reason. After repair of tube well JE-II will update the register maintained by him for reference and record.

On receipt of report from JE-II, RWSS, the AE, RWSS shall immediately examine the case and necessary action will be taken at his end within 14 days. In case JE-II, RWSS required mobile team or spare parts or Mobile Van which are supposed to be provided by Block, then AE, RWSS shall promptly intimate to the BDO to provide the same to JE-II, RWSS

On receipt of report from AE or JE-II, RWSS the BDO shall take prompt action to provide necessary assistance to JE-II, such as Mobile Van or spare parts and manpower to enable designated officer to deliver the public service. He may designate any JE to deliver this public service as DO for the purpose.

Training of the staff will be done by IGTC, Bhubaneswar. General Administration (Administrative Reforms) Deptt. will be associated to train resource persons (master trainer) for conducting District and Sub-divisional level training, Executive Engineer. RWSS shall train JEs and AEs and other related functionaries at Block level.

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