GOVERNMENT OF NCT OF DELHI

Delhi sets online filing and deficiency rules for time-bound services

Delhi's Right of Citizen to Time Bound and Ease of Delivery of Services Rules, 2026 put service applications and appeals online and set a deficiency process.

THE LIEUTENANT Governor of the National Capital Territory of Delhi has made the Delhi (Right of Citizen to Time Bound and Ease of Delivery of Services) Rules, 2026, under section 19 of the Delhi (Right of Citizen to Time Bound and Ease of Delivery of Services) Act, 2026. The Information Technology Department's notification A-27/11/2026-Admin.-ITD/9923 is dated November 10, 2026 and was published in the Delhi Gazette, Extraordinary, Part IV, No. 340, of the same date. Anand Kumar Tiwari, Special Secretary, signed it. The rules come into force on the date the Act comes into force, which the notification doesn't give.

KEY FACTS

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Delhi sets online filing and deficiency rules for time-bound services

Government of NCT of Delhi · November 10, 2026

The Lieutenant Governor of the National Capital Territory of Delhi has made the Delhi (Right of Citizen to Time Bound and Ease of Delivery of Services) Rules, 2026, under section 19 of the Delhi (Right of Citizen to Time Bound and Ease of Delivery of Services) Act, 2026. The Information Technology Department's notification A-27/11/2026-Admin.-ITD/9923 is dated November 10, 2026 and was published in the Delhi Gazette, Extraordinary, Part IV, No. 340, of the same date. Anand Kumar Tiwari, Special Secretary, signed it. The rules come into force on the date the Act comes into force, which the notification doesn't give.

Applications for services, and appeals to the appellate authority under the Act, are filed online on the Department's website or a portal the Government authorizes. Each filing gets an auto-generated application or appeal number, sent by SMS or email with a link to track its status, and the Department must update the status in real time. Orders and notices go to the applicant and the Designated Officer online, by SMS or by email.

A "deficient application" is one filed with incomplete or incorrect documents or with the wrong jurisdiction. The Designated Officer must send a deficiency memo online within five days of filing, or within the number of days set for the service if that is less. If the applicant doesn't reply within three days, the officer may dispose of the application. Documents are to be verified online where possible; otherwise the officer names a date and time, within the service's time limit, for the applicant to bring them in person.

If an authority higher than the Designated Officer orders that the service be provided, the officer must provide it within seven days or within the period in the Schedule to the Act, whichever is less. The rules also define an "e-SLA Monitoring System", a Government portal for checking the status of appeals and tracking applications, and a "Help Desk" to help citizens file online.

When the Citizen Grievance Redressal Authority imposes a penalty on a Designated Officer, the order is copied to the Head of Department and the officer's Drawing and Disbursing Officer. The officer may appeal to the Commission within thirty days and must give a copy to the Head of Department and the Drawing and Disbursing Officer. If the Drawing and Disbursing Officer gets no copy of an appeal within thirty days of the order, the penalty is deducted from the Designated Officer's next salary. If an appeal is filed, the deduction waits for the Commission's decision.

On an appeal from an applicant, the Commission issues notice to the appellant and the Designated Officer. If a party doesn't appear on the date given, the Commission proceeds ex-parte and decides the case on merits after giving both parties a reasonable opportunity. A penalty the Commission imposes is deducted from the officer's salary in the same way.

The IT Department may appoint a third-party auditor for a comprehensive procedural and outcome audit of the administrative and technical mechanism set up under the Act. It will also move applications pending under the Delhi (Right of Citizens to Time-Bound Delivery of

Services) Act, 2011 to the new system. The salary and allowances of the Commission's Chairman and Members are left for the Government to decide.

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Dated	November 10, 2026
Published	Delhi Gazette, Extraordinary, Part IV, No. 340 (N.C.T.D. No. 286), November 10, 2026 (SG-DL-E-13112026-277898)
Legal basis	Section 19, Delhi (Right of Citizen to Time Bound and Ease of Delivery of Services) Act, 2026
Takes effect	On the date the Act comes into force (not stated)
Filing	Applications and appeals online, on the Department's website or an authorized portal
Deficiency memo	Within five days of filing, or the service's time limit if less
Reply to a deficiency memo	Within three days, or the application may be disposed of
Service ordered on appeal	Within seven days, or the Schedule's period if less
Officer's appeal against a penalty	To the Commission, within thirty days
Pending 2011 Act applications	Moved to the new system by the IT Department
Signed by	Anand Kumar Tiwari, Special Secretary

The notification (rules) (PDF, 540 KB)

Source: Gazette of India, Delhi Gazette, Extraordinary, Part IV, No. 340 (N.C.T.D. No. 286), November 10, 2026 (SG-DL-E-13112026-277898).

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