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UT Administration of Dadra and Nagar Haveli and Daman and Diu
Department of Industries,
District Industries Centre, Udyog Bhavan, Ground Floor, 66 KVA Road,
Amli, Silvassa, Dadra and Nagar Haveli- 396230.

No. DIC/14(207)/2022/ 607

Dated: 17/08/2026

NOTIFICATION

Whereas the draft Union Territory of Dadra and Nagar Haveli and Daman and Diu (Right of Citizens to Public Services) (Amendment) Rules, 2026 was published in the Official Gazette as Notification vide Extraordinary No. 44 dated 30th June, 2026, inviting objections and suggestions from all persons likely to be affected thereby within a period of thirty days from the date of publication;

And whereas the said period has expired and no objections and suggestions were received on the above said draft Union Territory of Dadra and Nagar Haveli and Daman and Diu (Right of Citizens to Public Services) (Amendment) Rules, 2026;

Now, therefore, in exercise of the powers conferred by Section 29 of the Gujarat Right of Citizens to Public Services Act, 2013, as adapted to the Union Territory of Dadra & Nagar Haveli and Daman & Diu, the Administrator of Dadra & Nagar Haveli and Daman & Diu hereby pleased to amend the rules i.e. "The Union Territory of Dadra & Nagar Haveli and Daman & Diu (Right of Citizens to Public Services) Rules, 2022", namely: -

1. SHORT TITLE AND COMMENCEMENT:

- (1) These rules may be called the Union Territory of Dadra and Nagar Haveli and Daman and Diu (Right of Citizens to Public Services) (Amendment) Rules, 2026.
- (2) They shall come into force on the date of their publication in the Official Gazette.

2. AMENDMENT OF RULE 8:

In Rule 8, for sub rule (1), the following shall be substituted, namely:

- 1) Where a notified service is not rendered or not rendered within the prescribed time frame a complaint may be auto generated by the system:

Provided that the applicant may, if so desires, file a written complaint as prescribed in Form-C through hand delivery, fax, post or registered post or online with the concerned Grievances Redressal Officer appointed by the Head of the Department under section 6 of the Act.

In Rule 8, for sub rule (2), the following shall be substituted, namely:

(2) The Grievance Redressal Officer shall, upon receipt of a complaint, issue an acknowledgement to the applicant as per Form-B preferably online within three working days of the complaint as per section 7 of the Act. In case a complaint is auto-generated by the system, an acknowledgement shall also be auto-generated and issued to the applicant.

3. AMENDMENT OF RULE 11:

In Rule 11, for sub rule (3), the following shall be substituted, namely:

3) The Grievance Redressal Officer shall dispose the complaint to him within thirty days from the date of receipt of the complaint.

Provided that where the complaint is not decided or disposed off within the prescribed time frame, a First Appeal shall automatically be escalated before the Designated Authority.

4. AMENDMENT OF RULE 13:

In Rule 13, for sub rule (1), the following proviso shall be inserted, namely:

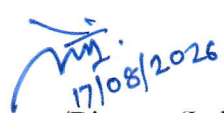
(1) Provided that where a complaint is not decided or disposed off within the period specified under rule 11 by the GRO, the First Appeal shall be deemed to have been filed automatically before the Designated Authority.

5. AMENDMENT OF RULE 15:

In Rule 15, after sub rule (3), the following sub rule (4) shall be inserted, namely:

(4) The UT Administration by notification may provide auto escalation, also to 2nd appeal, if the first appeal is not decided by the designated authority within the time prescribed.

By order and in the name of the Administrator
of Dadra and Nagar Haveli and Daman and Diu


Special Secretary/Director (Industries)
DNH&DD