

MANIPUR GAZETTE

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**GOVERNMENT OF MANIPUR
SECRETARIAT: DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
(ADMINISTRATIVE REFORMS DIVISION)**

NOTIFICATION

Imphal, the 3rd September, 2026

No. ACTS-1/1/2026-AR-AR: In exercise of the powers conferred under section 24 of the Manipur Public Services Delivery Guarantee Act, 2021 (Act No. 8 of 2021), the Government of Manipur hereby makes the following Rules, namely:

THE MANIPUR PUBLIC SERVICES DELIVERY GUARANTEE RULES, 2026

1. Short title and commencement.:

- 1) These rules may be called the Manipur Public Services Delivery Guarantee Rules, 2026.
- 2) They shall come into force on the date of their publication in the Official Gazette.

2. Definitions:

- (a) "Act" means the Manipur Public Services Delivery Guarantee Act, 2021 (Act No. 8 of 2021).
- (b) "Appellate Authority" means the authority appointed under section 10 of the Act;
- (c) "Applicant" means any person seeking a notified service.
- (d) "Designated Officer" means an officer notified for rendering service under section 5 of the Act;
- (e) "Grievance Redressal Officer" means an officer appointed under section 6 of the Act;
- (f) "Guaranteed Service Number (GSN)" means a unique application ID generated electronically".
- (g) "Online Portal" means the electronic system notified by the Government for submission, processing, monitoring and delivery of notified services;
- (h) "Schedule" means the Schedule appended to the Act;

- (i) “Timeline” means the prescribed maximum period within which a notified service shall be delivered;
- (j) Words and expressions used herein and not defined but defined in the Act shall have the meanings respectively assigned to them in the Act.

3. Notification and Coverage of Services:

- (1) All the Departments within two months of the publication of these rules, shall notify Designated Officers for a particular service to be rendered, Grievance Redressal Officer and Appellate Authority.
- (2) Within one month of publication of these rules, a notification shall be issued by each Department for all public citizen services rendered by them, indicating the timeline based on the identified risk category attached to that citizen service, as per the Schedule.
- (3) No citizen-facing service shall remain outside the Act without recorded approval.

4. Timeline Limits:

- (1) Prescribed Timeline for service delivery for every service shall be as per the Schedule.

5. Submission of application:

- (1) All services shall be delivered through a unified portal.
- (2) Every application for a notified service shall be submitted through the Online Portal in the prescribed format.

Provided that the Online Portal shall be as follows-

- (a) **Single integrated service portal:** The expression “Online Portal” may preferably refer to a single integrated State service delivery platform like Unified Service delivery Portal Manipur or e-seba Manipur so that all notified services are processed through a common digital workflow, with uniform standards for authentication, acknowledgement, escalation, monitoring and audit trail. As DIT is the Nodal agency for design, development and maintenance and hosting of any IT portal in the State, the portal should be implemented through DIT Manipur and should be hosted in the State Data Center.
- (b) **Assisted digital access for citizens:** To avoid excluding citizens without personal devices or connectivity, the Act/Rules should explicitly recognize submission through Common Service Centres (CSCs), district facilitation centres, and departmental kiosks as valid “online” applications, filed on behalf of the applicant in the Portal. The IT Department can offer to issue guidelines and training for CSC operators and departmental staff.
- (c) **Robust ICT and data-center infrastructure:** The Online Portal should ensure that the online portal should be in the State data center, network connectivity up to blocks and districts, disaster recovery, and cybersecurity controls for the Online Portal.
- (d) **Interoperability and integration:** The Portal should be integrated with Aadhaar/e-KYC, payment gateways, SMS/email gateways, State Grievance Portal, CM Helpline, and Single Window systems, as already envisaged in Rule 18 (Integration). IT Department may vet the

technical standards (APIs, data formats) to ensure all departmental applications use common authentication and workflow engines.

(e) **Accessibility, language and mobile support:** The Online Portal shall be mobile-friendly, support local language interfaces, and comply with accessibility norms (WCAG), so that the Online Portal does not inadvertently restrict access for persons with disabilities or non-English speakers. The Online Portal for notified services may be integrated with the Government of India's BHASHINI platform (BHASHA Interface for India), so that language translation and speech-to-text services are available across the Portal. This will enable citizens to access and submit applications in multiple Indian languages, support voice-based interfaces, and promote inclusive digital governance in line with national language digital public infrastructure initiatives.

(f) **Phased roll-out and readiness assessment:**

- IT Department may suggest a phased notification of services: start with services already digitized under e-District / Digital Manipur, then progressively add others after digital process-reengineering and testing.
- Include a requirement that departments complete a "Digital Readiness Checklist" (process, forms, back-office workflows, escalation mapping) before a service is notified under the Act.

(g) The Online Portal should feed directly into the State e-governance dashboards and analytics for auto-escalation, timeline compliance, and departmental rankings (Rules 10, 13, 16)

(3) Every application shall be accompanied by scanned copies of required documents and online payment of prescribed fee, if any.

(4) System shall provide opportunity to the applicant for:

- a) Deadline visibility;
- b) Real-time tracking.

6. Acknowledgement:

- (1) Every application submitted through the Online Portal shall be acknowledged electronically forthwith.
- (2) On successful submission, the system shall generate a Guaranteed Service Number (GSN) containing date and time of submission, stipulated timeline and name/designation of Designated Officer.

7. Scrutiny of application:

- (1) The Designated Officer shall scrutinize the application and documents attached.
- (2) If any deficiency is found, a deficiency memo may be issued digitally within 5 (five) working days requiring rectification within such time as may be specified.
- (3) Timeline shall commence from the date of submission of complete application.

8. Rejection of application:

- (1) The Designated Officer shall reject an application by a speaking order where eligibility conditions are not fulfilled, required documents are not furnished, defects are not rectified within prescribed time, information furnished is false, misleading or materially incorrect and forged or fabricated document is submitted.
- (2) Every rejection order shall state reasons and shall be communicated through the Online Portal.

9. Disposal of application.

- (1) Every complete application shall be disposed of within the stipulated timeline for that particular service.
- (2) On approval, System shall generate digitally signed approval certificate.

10. Auto-Escalation:

- (1) On expiry of the prescribed timeline limit for disposal of an application, if no final order/certificate has been issued by the Designated Officer, the application shall automatically stand escalated to the Grievance Redressal Officer through the electronic system.
- (2) Where the Grievance Redressal Officer fails to dispose of the escalated application within thirty days from the date of such escalation, the application shall automatically stand further escalated to the Appellate Authority.
- (3) Electronic intimation of every escalation under sub-rules (1) and (2) shall be sent to the applicant and the concerned officers.
- (4) Every auto-escalated case shall be deemed to be a complaint under the provisions of the Act.
- (5) The applicant shall not be required to file a separate complaint or appeal in respect of an application auto-escalated under this rule.
- (6) The Grievance Redressal Officer or Appellate Authority, as the case may be, shall pass such orders as are necessary for immediate disposal of the application, including direction for delivery of service, calling for explanation, or initiation of action under the Act.

11. Appeals:

- (1) Grievance Redressal Officer shall dispose of appeal within 30 days of receipt and deliver copies of decision to complainant digitally.
- (2) Appellate Authority shall dispose of appeal within 45 days of receipt and deliver copies of decision to complainant digitally.
- (3) Citizens will have the option to file manual appeal.

12. Penalty, Compensation and Rewards:

- (1) The Appellate Authority may, after giving an opportunity of being heard, impose a penalty of Rs. 250 (Rupees two hundred and fifty) for each day of delay, without reasonable cause, in rendering the notified service, subject to a maximum of Rs. 5,000 (Rupees five thousand).

- (2) The compensation amount shall be transferred in Direct Benefit Transfer (DBT) mode to the applicant.
- (3) For officers who perform beyond the prescribed service levels, the Appellate Authority shall recommend the issuance of a certificate of appreciation. A copy of such certificate shall be attached to the Annual Confidential Report (ACR)/Annual Performance Appraisal Report (APAR) of the officer concerned.

13. Monitoring and Dashboard:

- (1) There shall be a State level Dashboard, which shall track-
 - (a) Department-wise Timeline limit compliance;
 - (b) Department-wise delays in service delivery;
 - (c) Department-wise escalations.
- (2) Quarterly review shall be taken up by the Chief Secretary, Government of Manipur.
- (3) On the dashboard, there shall be public ranking of-
 - (a) Departments; and
 - (b) Districts.

14. Departmental Service Delivery Units:

- (1) Each Department and Directorates under the Department, if any, shall set up a Service Delivery Monitoring Unit (SDMU).
- (2) A Nodal Officer not below the rank of Deputy Secretary/Assistant Directorate (in case of Directorate) shall be designated for SDMU, who shall be assisted by such officers and staff as may be designated by the concerned Department.
- (3) Responsibilities of SDMU shall be as follows:-
 - (a) Monitor delays;
 - (b) Ensure compliance; and
 - (c) Submit monthly reports to Administrative Secretary/Director in case of Directorate

15. State Service Delivery Performance Council:

- (1) A State Service Delivery Performance Council (SSDPC) shall be constituted under the Chairmanship of the Chief Secretary.
- (2) Composition of SSDPC shall be as follows:
 - (a) Chief Secretary -Chairperson
 - (b) Administrative Secretaries of such key Departments as may be nominated by the Government - Member
 - (c) Administrative Secretary (IT)-Member
 - (d) Administrative Secretary (Administrative Reforms)-Member Secretary

(3) Functions of the SSDPC shall be as follows:

- a) SSDPC shall meet once a quarter.
- b) Review quarterly performance.
- c) Approve reforms.
- d) Issue directions to Departments.
- e) Resolve inter-departmental issues.

16. Automatic Flagging:

The System shall automatically flag delayed cases for consideration of action under the Act.

17. Digital records:

All applications, acknowledgements, orders, escalations and appeals shall be maintained electronically.

18. Integration:

The Portal shall also be integrated with Single Window System, State Grievance Portal, Chief Minister Helpline and such other platforms as may be notified by the Government.

19. Nodal Department:

Department of Personnel & Administrative Reforms, Government of Manipur shall be the Nodal Implementing Department.

20. Power to Issue Guidelines:

The State Government may issue guidelines as per need for effective implementation of the rules.

21. Power to Remove Difficulties:

The State Government may issue orders as per need to remove implementation difficulties.

R.K. DINESH SINGH,
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Government of Manipur.