

**KHYBER PAKHTUNKHWA RIGHT TO PUBLIC SERVICES
COMMISSION**

Case No. 382

Mr. Zaman Khan Vs Revenue Department

Date of Institution: 16/10/2024

S.No	Date of Order	Order/Proceedings
2.	18-12-2024	<p>This matter was brought before the Commission for hearing on the complaint filed by Mr. Zaman Khan regarding the delay in the provision of public services pertaining to the demarcation of land, a service mandated under the Right to Public Services Act, 2014</p> <p>Both the complainant, Mr. Zaman Khan, and the respondent, Mr. Rab Nawaz, Halqa Patwari, appeared in person before the Commission. The Commission has reviewed the available records, and the report sent by ADC Peshawar and considered the statements of both parties. After due deliberation, the Commission issues the following order:</p> <ol style="list-style-type: none">1. The demarcation of land is categorized as a notified public service under the RTPS Act, 2014, which must be completed within 30 days. However, the service has not been provided to the complainant despite the statutory timeline and the Commission's prior order dated 23/10/2024.2. The report submitted by the Additional Deputy Commissioner (ADC), Peshawar, in the present case, is found to be unsatisfactory and non-compliant with the directives of the Commission.3. Despite the Commission's clear directive to the Deputy Commissioner (DC), Peshawar, to ensure the provision of the notified public services to the complainant, the implementation remains incomplete. <p>The Deputy Commissioner, Peshawar, is directed to submit all relevant laws, rules, and notifications pertaining to the demarcation of land and public service delivery under the RTPS Act, 2014, to the Commission within 15 days from the date of this order, as relied onⁿ the report of ADC. It is further observed that the appellate authority as per the RTPS Act 2014 is Deputy Commissioner and not the ADC. As such the complaint under the law of RTPS needs to be taken cognizance and reported by the Deputy Commissioner himself.</p> <p>The Deputy Commissioner is further directed to ensure that the demarcation of land, as requested by the complainant, is completed and delivered within the statutory period of 30 days as per the RTPS Act, 2014. A compliance report detailing the completion of this service must be submitted to the Commission within the same period.</p> <p>The Commission emphasizes the importance of timely and efficient service delivery under the RTPS Act, 2014, to ensure public confidence in</p>

government institutions. Any further delay in compliance will be viewed as a deliberate violation of the complainant's rights and statutory provisions.

This order is issued under the seal of the Commission and is effective immediately.

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Commissioner-II

A handwritten signature in blue ink, appearing to read 'S. S. S.', written over a large, stylized loop.

Commissioner-I