

**Government of Odisha**  
**General Administration & Public Grievance (AR) Department**

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**No.: GAD-AR-ORPJ-0002-2026/26168 /AR, Bhubaneswar Dated: 17.08.2026**

From,

Suresh Kumar Vashishth, IAS  
Principal Secretary to Government

To,

Additional Chief Secretary to Government  
Principal Secretary to Government  
Commissioner-cum-Secretary to Government,

**All Departments**

**Subject: Standard Operating Procedure (SOP) on the implementation and operationalization of the Auto-Appeal System under the Odisha Right to Public Services Act, 2012.**

Madam/Sir,

In inviting a reference to the subject cited above, I am directed to enclose herewith the Standard Operating Procedure (SOP) on the implementation and operationalization of the Auto-Appeal System under the Odisha Right to Public Services Act, 2012 for kind information and necessary action.

The attached SOP has been framed to standardize the workflow, ensure compliance, and streamline the process of implementation and operationalization of the Auto-Appeal System under the Odisha Right to Public Services Act, 2012.

It is requested that the guidelines outlined in the enclosed SOP be communicated to all concerned officers/staff under your administrative jurisdiction for implementation with immediate effect.

Yours faithfully,



Principal Secretary to Govt.

CC for kind information & necessary action.

1. OSD to Chief Secretary, Odisha for kind information of Chief Secretary.
2. Executive Director, Centre for Modernizing Government Initiative (CMGI).
3. SIO cum-DDG, NIC, Odisha, Bhubaneswar / CEO, OCAC/ All Nodal Officers, ORTPSA of the Departments
4. Director of Estates, GA & PG Department

# **STANDARD OPERATING PROCEDURE (SOP)**

## **IMPLEMENTATION AND OPERATIONALIZATION OF THE AUTO-APPEAL SYSTEM UNDER THE ODISHA RIGHT TO PUBLIC SERVICES ACT, 2012**

### **1. Background**

The Odisha Right to Public Services Act, 2012 (ORTPS Act) provides a statutory framework for ensuring timely delivery of notified public services to citizens. To strengthen the implementation of the Act and ensure effective, transparent and system-driven accountability, the Government of Odisha has introduced the **Auto-Appeal System (AAS)**.

The Auto-Appeal System is designed to automatically escalate an application seeking for public service to the Appellate Authority when the Designated Officer fails to dispose of the application and deliver the notified service within the Given Time Limit as notified under the Act. Similarly, where an appeal is not disposed of by the Appellate Authority within 30 days, the system shall facilitate automatic escalation of the appeal to the Revisional Authority.

The system seeks to eliminate the need for citizens to manually pursue an appeal or revision merely because the prescribed statutory timeline has been breached. It shall provide an integrated, technology-enabled mechanism for automatic escalation, real-time alerts, electronic processing, monitoring and disposal of delayed service applications, appeals and revisions.

### **2. Objectives**

The objectives of the Auto-Appeal System are to:

1. Ensure time-bound delivery of public services notified under the ORTPS Act.
2. Automatically identify applications pending beyond the prescribed service delivery timeline.
3. Trigger an Auto-Appeal without requiring a separate application from the citizen.
4. Automatically escalate cases to the Revisional Authority where the appeal is not disposed of within 30 days.
5. Ensure real-time communication and alerts to the applicant and concerned authorities.
6. Enable digital processing of appeals and revisions, including hearing scheduling, recording of proceedings and issuance of orders.
7. Provide transparent tracking of the status and movement of applications.
8. Minimize the physical visits and follow-up efforts required by citizens.
9. Facilitate monitoring of delays and identification of frequent defaulters.
10. Strengthen system-led accountability in the delivery of public services.

### **3. Scope**

This SOP shall apply to all concerned Departments and notified public services covered under the ORTPS Act, 2012, which have been integrated with the Auto-Appeal System. The respective System Integrator Agencies (SIAs) shall ensure integration of the Auto-Appeal System with the existing service delivery applications/portals of the concerned Departments and establish necessary connectivity with the central ORTPSA monitoring mechanism.



#### **4. Definition and Configuration of Service Timelines**

The prescribed time limit for delivery of each notified service shall be configured and hardcoded in the backend of the respective service delivery system.

For every application, the system shall automatically calculate and record the **Due Date/Last Date** for disposal based on the prescribed time limit notified under the ORTPS Act and applicable Government rules.

The system shall not take into account Government holidays while calculating the prescribed time limit. The acknowledgement number generated at the time of application submission shall serve as the unique identifier for tracking the application throughout its lifecycle.

#### **5. Standard Workflow of the Auto-Appeal System**

The Auto-Appeal System shall operate through the following sequential process:

##### **Step 1 – Submission of Application:**

The citizen shall submit an application for a notified service through the designated online service delivery portal. Upon successful submission, the system shall generate a unique **Acknowledgement Number** and record the date and time of submission.

##### **Step 2 – Processing by the Designated Officer:**

The application shall be made available to the concerned Designated Officer (DO) for processing and disposal within the prescribed statutory timeline.

##### **Step 3 – Monitoring of Due Date:**

The system shall continuously monitor the status of each application against its calculated Due Date. A system-driven process shall run on a daily basis to identify applications that remain pending beyond the prescribed timeline.

##### **Step 4 – Auto-Appeal Trigger:**

Where the application remains pending after expiry of the prescribed service delivery period, the system shall automatically mark the application as **"Pending Beyond Timeline"** and trigger an **Auto-Appeal**.

##### **Step 5 – Automatic Registration of e-Appeal:**

Upon triggering the Auto-Appeal, the system shall automatically register the case as an e-Appeal and generate a unique Appeal Case ID. The case shall be routed electronically to the dashboard/inbox of the concerned Appellate Authority.

##### **Step 6 – Automatic Notification of Auto-Appeal:**

Upon generation of the Auto-Appeal, automated notifications shall be sent to the Applicant, Designated Officer and Appellate Authority through available digital communication channels, including SMS, WhatsApp and e-mail, as applicable.

### Step 7 – Auto-Revision Trigger:

Where the Appellate Authority fails to dispose of the Auto-Appeal within the prescribed statutory period, the system shall automatically identify the case as pending beyond the appeal timeline and trigger an **Auto-Revision**.

### Step 8 – Automatic Registration of e-Revision:

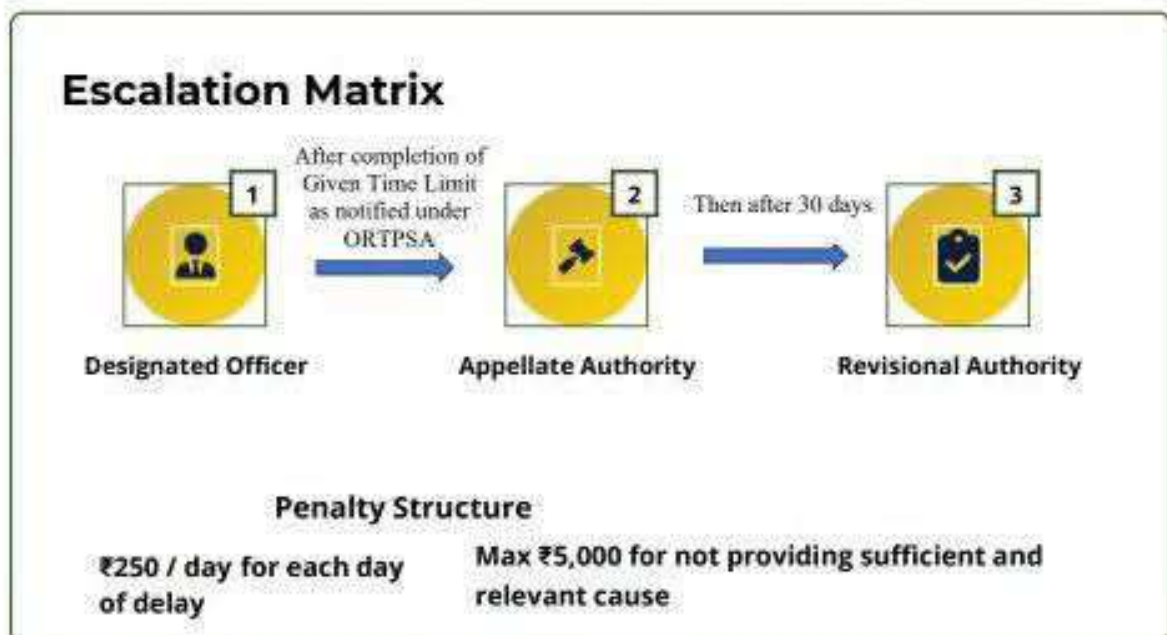
Upon triggering the Auto-Revision, the system shall automatically register the case as an e-Revision and generate a unique Revision Case ID. The case shall be electronically escalated to the concerned Revisional Authority and shall be displayed in the Auto-Revision dashboard/inbox.

### Step 9 – Automatic Notification of Auto-Revision:

Upon such escalation, automated notifications shall be issued to the Applicant, Designated Officer, Appellate Authority and Revisional Authority through SMS, WhatsApp, e-mail or other integrated communication channels, as applicable.

### Step 10 – Examination by Revisional Authority:

The Revisional Authority shall examine the electronic records and system logs to determine the stage and cause of delay, and shall provide reasonable opportunity of being heard to the concerned officials before taking any action involving financial penalty, wherever required.



# ORTPS Process: A snapshot

