

GOVERNMENT OF PUNJAB
DEPARTMENT OF GOVERNANCE REFORMS
(GOVERNANCE REFORM-2 BRANCH)

NOTIFICATION

No.1/22/2011-2G.R.2/

Dated, Chandigarh 2013

In continuation of the notification issued vide no. 1/22/2011-2G.R.2/80, dated 30-5-2012, the Governor of Punjab is pleased to amend the notify the services, designated officers, first appellate authorities, second appellate authorities and the stipulated time limit for the purpose of section 3 of the Punjab Right to Service Act, 2011 as detailed below:-

Sr. No	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority
1	Revenue	Certified Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is less than 5)	<u>2 day</u>	Patwari	Sub division magistrate of the concerned Sub-Division	Deputy Commissioner of the concerned District
2	Revenue	Demarcation of Land	<u>45 days</u> (Where Police help is required- within 15 days from the date of orders of concerned District Magistrate for such police help)	Circle Revenue Officer	Sub division magistrate of the concerned Sub-Division	Deputy Commissioner of the concerned District
5	Revenue	Attestation of uncontested mutations	<u>45 days</u>	Circle Revenue Officer	Sub division magistrate of the concerned Sub-Division	Deputy Commissioner of the concerned District
12	Transport	a)Registration Certificate of vehicles (Non Transport)	<u>21 days</u>	Registering Authority (DTO in case of District HQ and SDM in case of sub-division)	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the concerned District
22	Housing and Urban	a) Sanction of building plans/Revised	30 days	Sub-division Officer buildings of the concerned	Additional Chief Administrator of the concerned	<u>Additional Deputy Commissione</u>

	Development	building plans (Residential)		authority	authority	<u>(General)/</u> <u>Deputy commissioner</u>
		b) Sanction of building plans/revised building plan (commercial)	60 days	Sub- division Officer buildings of the concerned authority	Additional Chief Administrator of the concerned authority	<u>Additional Deputy Commissioner (General)/</u> <u>Deputy commissioner</u>
23	Housing and Urban Development	Issue of completion/ Occupation Certificate for buildings	15 days	Sub division Officer buildings of the concerned authority	Additional Chief Administrator of the concerned authority	<u>Additional Deputy Commissioner (General)/</u> <u>Deputy commissioner</u>
24	Housing and Urban Development	Issue of No objection Certificate/Duplicate Allotment/Re-allotment letter	21 days	Estate Officer of the concerned authority	Additional Chief Administrator of the concerned authority	<u>Additional Deputy Commissioner (General)/</u> <u>Deputy commissioner</u>
25	Housing and Urban Development	Issue of Conveyance Deed	15 days	Estate Officer of the concerned authority	Additional Chief Administrator of the concerned authority	<u>Additional Deputy Commissioner (General)/</u> <u>Deputy commissioner</u>
26	Housing and Urban Development	Issue of No Due Certificate	7 days	Estate Officer of the concerned authority	Additional Chief Administrator of the concerned authority	<u>Additional Deputy Commissioner (General)/</u> <u>Deputy commissioner</u>
27	Housing and Urban Development	Transfer of property in case of sale	15 days	Estate Officer of the concerned authority	Additional Chief Administrator of the concerned authority	<u>Additional Deputy Commissioner (General)/</u> <u>Deputy commissioner</u>
28	Housing and Urban Development	Transfer of property in case of death (uncontested)	45 days	Estate Officer of the concerned authority	Additional Chief Administrator of the concerned authority	<u>Additional Deputy Commissioner (General)/</u> <u>Deputy commissioner</u>
29	Housing and Urban Development	Issue of permission of mortgage	7 days	Estate Officer of the concerned authority	Additional Chief Administrator of the concerned authority	<u>Additional Deputy Commissioner (General)/</u> <u>Deputy commissioner</u>

47	Home	ii)Renewal of Arms License(if the license is presented after every alternative cycle of 6 years, where police verification is necessary)	22 days i) Time for referring case to the police by the DC Office-two (2) working days. ii)Time for verification by the police Fifteen(15) working days. iii)Time for delivery of Services by the Designated Officer after Verification five(5) working days.	Licensing authority (Addl. DM of the District/ Deputy Commissioner of Police in case of police Commissionerate	District Magistrate of the concerned district/ Commissioner of Police	Commissioner of the concerned Division/Zonal Inspector General of Police.
63	Home	Service Verification (in case of Resident of Punjab)	10 days	Additional Deputy Commissioner of police (Hq.) of the police Commissionerate or Superintendent of Police (Hq.) of the concerned police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
65	Home	Verification for renewal of Arms License	<u>22 days</u> i) Time for referring case to the police by the DC Office-two (2) working days. ii)Time for verification by the police Fifteen(15) working days. iii)Time for delivery of Services by the Designated Officer after Verification five(5) working days.	Additional Deputy Commissioner of Police (HQ) of the Police Commissionerate Or Superintendent of Police (HQ) of the concerned Police District	Commissioner of Police Or Senior Superintendent of Police	Zonal Inspector General of Police.

In continuation of notification issued vide No. 1/22/2011-GR-2 Br./80, Dated 30.5.2012, the Governor of Punjab is pleased to further notify the services, designated officers, first appellate authorities, second appellate authorities and the stipulated time limit for the purposes of section 3 of the Punjab Right to Service Act, 2011 as detailed below.

Sr. No	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority
70.	Agriculture/ Mandi Board	Supply of Soil Sample Results	7 days	Agriculture Officer Incharge	Sub division magistrate of the Concerned Sub Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
71.	Agriculture/ Mandi Board	Issue of NOC/Duplicate Allotment/Re-Allotment	21 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board

72.	Agriculture/ Mandi Board	Issue of Conveyance Deed	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board
73.	Agriculture/ Mandi Board	Issue of No Due Certificate	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board
74.	Agriculture/ Mandi Board	Re-transfer of property in Case of Sale	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board
75.	Agriculture/ Mandi Board	Re-transfer of property in Case of Death (Uncontested)	45 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board
76.	Agriculture/ Mandi Board	Issue of N.O.C for Mortgage	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board
77.	Agriculture/ Mandi Board	Issue of J-form to farmers	3 days	Secretary Market Committee	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
78.	Agriculture/ Mandi Board	Providing Financial Aid (Exgratia) to cultivators for any injury or death during farming operations	3 months from date of application	Secretary Market Committee	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
79.	Agriculture/ Mandi Board	Issue of I.Card to farmers for participation of Apni Mandi	15 days	<u>In Chandigarh</u> Secretary Apni Mandi <u>In Punjab</u> Secretary Market Committees	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
80.	Animal Husbandry	Supply of Medicine/ Vaccines at designated Hospital as decided by Govt.	Same day	Veterinary Doctor In-charge	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
81.	School Education	School Leaving Certificate	7 days	Secretary School Education Board	Chairman	Secretary of the Department
82.	School Education	Issuance of Duplicate Certificate	30 days	Secretary School Education Board	Chairman	Secretary of the Department
83.	School Education	Issuance of Original Migration Certificate/Detailed Marks Cards/ Verification of Documents	15 days	Secretary School Education Board	Chairman	Secretary of the Department
84.	Food, Civil Supplies and consumer Affairs	a) Issue of duplicate ration cards b) Addition of new member c) Deletion of member d) Change of	7 days	Assistant Food and Supplies Officer	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned

		name in ration card				District
85.	Health	Copy of Interim Medico Legal Report	2 days	Senior Medical Officer I/C of District Hospital or Sub Divisional Hospital of Community Health Centre/Primary Health Centre or Medical Superintendent of the Medical Colleges	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
86.	Health	Copy of Complete Medico Legal Report	7 days (if expert opinion or investigation is complete)	Senior Medical Officer I/C of District Hospital or Sub Divisional Hospital of Community Health Centre/Primary Health Centre or Medical Superintendent of the Medical Colleges	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
87.	Health	Issuance of Disability Certificate Obvious Disability (Loco Motor, Blindness)	4 days	Senior Medical Officer I/C of District Hospital or Sub Divisional Hospital of Community Health Centre or Medical Officer I/C of Primary Health Centre.	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
88.	Health	Issuance of Single Disability Certificate	7 days	Senior Medical Officer I/C District Hospital Sub Divisional Hospital & Community Health Centre	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
89.	Health	Issuance of Multiple Disability Certificate	7 days (After Completion of necessary tests etc.)	Senior Medical Officer I/C District Hospital and Sub Divisional Hospital	Sub division magistrate of the concerned Sub-Division	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
90.	Health	Registration of Death and Birth Certificate (after one year of event)	30 days	Concerned Registrar/ District Registrar	Sub division magistrate / Additional Deputy Commissioner (General)	Deputy commissioner of the Concerned District
91.	Health	Birth and Death Certificate (Name Entry & New Birth Certificate)	7 days	Concerned Local/District Registrar as applicable	Sub division magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District

92.	Health	Correction of entry in Birth and Death Certificate	15 days	Concerned Local/District Registrar as applicable	Sub division magistrate / Additional Deputy Commissioner (General)	Deputy commissioner of the Concerned District
93.	Health	Emergency Medical Response (Ambulance at 108)	20 minutes (Urban) 30 Minutes (Rural)	Chief Medical Officer of the District	Additional Deputy Commissioner (General)	Deputy commissioner of the Concerned District
94.	Health	Janani Suraksha Yojana assistance	Before the discharge of mother from Hospital	In-charge Medical Officer of the Institution	Sub division magistrate of the concerned Sub-Division	Deputy commissioner of the Concerned District
95.	Health	Mata Kaushalya Yojana Assistance	Before the discharge of mother from Hospital	In-charge Medical Officer of the Institution	Sub division magistrate of the concerned Sub-Division	Deputy commissioner of the Concerned District
96.	Health	Supply of essential medicine (as notified by the department for different Institutions)	Same day	In-charge Medical Officer of the Institution	Sub division magistrate / Additional Deputy Commissioner (General) of the Concerned Sub Division	Deputy commissioner of the Concerned District
97.	Health	Facility for X-ray / Pathological Test, vaccination-DT/Polio Anti Rabies, Anti Venom (as notified by the Department for different institutions)	Same day	In-charge Medical Officer of the Institution	Sub division magistrate / Additional Deputy Commissioner (General) of the Concerned Sub Division	Deputy commissioner of the Concerned District
98.	Higher Education	Issuance of Duplicate Certificate	30 days	Registrar	Vice Chancellor	Principal Secretary
99.	Higher Education	Issuance of Original Migration Certificate/Detailed Marks Cards/ Verifications of Documents	15 days	Registrar	Vice Chancellor	Principal Secretary
100.	Higher Education	Degrees of Successful Candidates	by 31 st October every year	Registrar	Vice Chancellor	Principal Secretary
101.	Housing & Urban Development/ agencies	Attested copy of any Document	3 days	Superintendent of the concerned office of the Authority	Additional Chief Administrator of the concerned authority	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
102.	Housing & Urban Development/ agencies	Change of Ownership (Other than Death Cases)	5 days	Estate Officer	Additional Chief Administrator of the concerned authority	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
103.	Housing & Urban Development/ agencies	Demarcation of Plot	5 days	Sub division officer (Building)	Additional Chief Administrator of the concerned	Additional Deputy Commissioner (General)/ Deputy

					authority	commissioner of the Concerned District
104.	Housing & Urban Development/agencies	Issue of Plinth/Roof Level Certificate	7 days	Sub division officer (Building)	Additional Chief Administrator of the concerned authority	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District.
105.	Housing & Urban Development/agencies	Water Supply and Sewerage connection	7 days	Sub division officer of the concerned Office of the Authority	Additional Chief Administrator of the concerned authority	Additional Deputy Commissioner (General)/ Deputy commissioner of the Concerned District
106. ✓	Home (Police)	Acknowledgement of Complaint	Same day	Station House officer	DSP in-charge of the sub division	Commissioner of Police or Senior Superintendent of Police.
107. ✓	Home (Police)	Information of action taken of complaints (FIR/DDR/ matter closed.	15 days	Station House officer	DSP In-charge of the sub division	Commissioner of Police or Senior Superintendent of Police.
108.	Industries/Punjab Small Industries & Export Corporation Limited	Sanction of Water Supply and Sewerage Connection	10 days	Executive Engineer	Sub division magistrate / Additional Deputy Commissioner (General)	Deputy commissioner of the Concerned District
109.	Industries/Punjab Small Industries & Export Corporation Limited	Mortgage 1st Charge	15 days	Chief General Manager (Estate)	Sub division magistrate / Additional Deputy Commissioner (General)	Deputy commissioner of the Concerned District
110.	Industries/Punjab Small Industries & Export Corporation Limited	Registration of Lease/Conveyance Deed	15 days	Estate Officer	Sub division magistrate / Additional Deputy Commissioner (General)	Deputy commissioner of the Concerned District
111.	Industries/Punjab Small Industries & Export Corporation Limited	Conversion from lease to Free hold	30 days	Managing Director	Director Industries	Principal Secretary Industries & Commerce
112.	Local Government	Issue of Conveyance Deed in Municipal Corporations	15 days	Executive Officer of Municipal Committees or Assistant Commissioners of concerned Municipal Corporations	Sub division magistrate of the concerned District	Deputy commissioner of the Concerned District
113.	Local Government	Sanction of Water Supply/Sewerage connection in the Improvement Trusts	7 days	Executive Officer of concerned Improvement Trust	Sub division magistrate of the concerned District	Deputy commissioner of the Concerned District
114.	Local Government	Issue of New Trade License by Municipal Committees and Municipal	12 days	Superintendent of the concerned Municipal Committees or	Sub division magistrate of the concerned District	Deputy commissioner of the Concerned District

		Corporations		Municipal Corporations		
115.	Local Government	Renewal of Trade License by Municipal Committees or Municipal Corporations	10 days	Superintendent of the concerned Municipal Committees or Municipal Corporations	Sub division magistrate of the concerned District	Deputy commissioner of the Concerned District
116.	Local Government	Removal of Solid waste from streets/roads	2 days	Executive Officer	Sub division magistrate of the concerned District	Deputy commissioner of the Concerned District
117.	Local Government	Replacement of Street lights	10 days	Executive Officer	Sub division magistrate of the concerned District	Deputy commissioner of the Concerned District
118.	Local Government	Water pipes leakages/Sewerage /Blocked/over flow	24 hours	Executive Officer	Sub division magistrate of the concerned District	Deputy commissioner of the Concerned District
119.	Power/Electricity	Normal fuse off call/complaint	<u>Cities and towns/ urban areas- within 4 hours</u> <u>Rural Area:- Within 8 hours.</u>	Concerned Lineman	Sub division officer	Executive Engineer
120.	Power/Electricity	Overhead line breakdowns	<u>Cities and towns/ urban areas-within 8 hours</u> <u>Rural Area:- Within 12 hours.</u>	Junior Engineer /In-charge of area	Sub division officer	Executive Engineer
121.	Power/Electricity	Breakdowns due to breakage of poles	<u>Cities and towns/ urban areas- within 12 hours</u> <u>Rural Area:- Within 24 hours.</u>	Junior Engineer /Incharge of area	Sub division officer	Executive Engineer
122.	Power/Electricity	Underground cable breakdowns	<u>Cities, towns/ urban and rural area- Within 48 hours.</u>	Junior Engineer /Incharge of area	Sub division officer	Executive Engineer
123.	Power/Electricity	Distribution Transformer failure	<u>Cities and towns/ urban areas-within 24 hours</u> <u>Rural Area:- Within 48 hours.</u>	Junior Engineer /Incharge of area	Sub division officer	Executive Engineer
124.	Power/Electricity	Power Transformer failure(with primary voltage upto 66000 volts)	within 15 days	Sr. Executive Engineer/Grid Construction	Superintend nt Engineer	Chief Engineer
125.	Power/Electricity	Street Light-Faults	i) <u>Rectification of line faults within 4 hours</u> ii) <u>Replacement of defective units within 24 hours</u>	Junior Engineer /Incharge of area	Superintend nt Engineer	Executive Engineer
126.	Power/Electricity	Period of	Not to exceed	Junior Engineer	Sub division	Executive

		Scheduled Outage a) Maximum duration in a Single stretch.	6 hours in a day during from Apr to Oct & 10 hrs in a day during the months from Nov. to March	/Incharge of area	officer	Engineer
		b) Restoration of supply	By not later than 6.00 P.m.		Sub division Officer	Executive Engineer
127.	Power/Electricity	Voltage fluctuations No expansion/ enhancement of network involved	Within 2 days	Junior Engineer /Incharge of area	Sub division Officer	Executive Engineer
128.	Power/Electricity	Meter complaints a. Inspection and replacement of slow ,fast/ creeping, stuck up meters b. Replacement of burnt meters	Inspection within 7 days and replacement within 10 days of receipt of complaint Within 5 days	Junior Engineer /Incharge of area	Sub division Officer	Executive Engineer
129.	Release of new connection/additional load/demand feasible from existing network.					
a	Power/Electricity	Release of supply	Within 30 days	Assistant Engineer/ Assistant Executive Engineer Incharge of the area/function	Executive Engineer	Superintendent Engineer
Network expansion/enhancement requirement to release supply						
b	Power/Electricity	Release of supply- Low Tension	Within 45 days	Assistant Engineer/ Assistant Executive Engineer Incharge of the area/function	Executive Engineer	Superintendent Engineer
c	Power/Electricity	Release of supply- High Tension 11000 volts	Within 60 days	Assistant Engineer/ Assistant Executive Engineer Incharge of the area/ function	Executive Engineer	Superintendent Engineer
d.	Power/Electricity	Release of supply- High Tension 33000 volts	Within 90 days	Assistant Engineer/ Assistant Executive Engineer Incharge of the area/ function	Executive Engineer	Superintendent Engineer
e.	Power/Electricity	Release of supply- Extra High Tension	Within 120 days	Assistant Engineer/ Assistant Executive Engineer Incharge of the area/ function	Executive Engineer	Superintendent Engineer
f	Power/Electricity	Erection of Sub	within the	Assistant	Executive	Superintendent

		station required for release of supply	time period approved by the Commission	Engineer/ Assistant Executive Engineer Incharge of the area/ function	Engineer	Engineer
130.	Transfer of title and conversion of services					
a	Power/Electricity	Transfer of title and/or change of category	within 7 days in case of LT consumer and 14 days in case HT/EHT consumers	Assistant Engineer/ Assistant Executive Engineer Incharge of the area/ function	Executive Engineer	Superintendent Engineer
b	Power/Electricity	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	Assistant Engineer/ Assistant Executive Engineer Incharge of the area/ function	Executive Engineer	Superintendent Engineer
c	Power/Electricity	Conversion from LT to HT or vice versa	Within 60 days	Assistant Engineer/ Assistant Executive Engineer In-charge of the area/ function	Executive Engineer	Superintendent Engineer
d	Power/Electricity	Conversion from HT to EHT or vice versa	Within 120 days	Assistant Engineer/ Assistant Executive Engineer In-charge of the area/ function	Executive Engineer	Superintendent Engineer
131.	Shifting of Meter/Service Connection & Other services					
a	Power/Electricity	Shifting of Meter/Service Connection	Within 7 days	Assistant Engineer/ Assistant Executive Engineer In-charge of the area/ function	Executive Engineer	Superintendent Engineer
b	Power/Electricity	Shifting of LT/HT lines upto 11KV	Within 20 days	Assistant Engineer/ Assistant Executive Engineer In-charge of the area/ function	Executive Engineer	Superintendent Engineer
c	Power/Electricity	Shifting of HT line exceeding 11 KV	Within 30 days	Assistant Engineer/ Assistant Executive Engineer In-charge of the area/function	Executive Engineer	Superintendent Engineer
d	Power/Electricity	Shifting of Transformer	Within 30 days	Assistant Engineer/ Assistant Executive Engineer In-charge of the	Executive Engineer	Superintendent Engineer

				area/function		
132.	Complaints about Consumer's Bills & Restoration of Supply					
a	Power/Electricity	Resolution of complaints on disputed electricity bill	i) within 24 hrs if no additional information is required. ii) Within 7 days if additional information is required.	Assistant Revenue Accountant/ Revenue Accountant	Sub division Officer	Executive Engineer
b	Power/Electricity	Reconnection of supply following disconnection due to non-payment of bills	Within one working day	Junior Engineer /In-charge of Area	Sub division Officer	Executive Engineer
133.	Social Security	Disbursement of old age/widow/other pension and benefits- <u>new cases</u>	4 months of sanction	District Social Security Officer/CDPO	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
134.	Social Security	Senior Citizen's I. Cards	One week	District Social Security Officer	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
135.	Social Security	Sanction of Scholarship to physically challenged	30 days	District Social Security Officer	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
136.	Social Security	Disbursement of scholarship to physically challenged <u>new cases</u>	4 months from sanction	District Social Security Officer	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
	Town & Country Planning	Change of land Use/NOC in case of Petrol Pump, Rice Sheller, Brick Kiln	23 working days from the receipt of complete documents	Concerned District Town Planner/Deputy District Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
138.	Town & Country Planning	Change of Land use where the Master Plans are notified and there Local Planning Areas are not notified. Residential, Industrial, Institution upto 25 acres and commercial (excluding multiplex and shopping mall) upto 2 acres.	23 working days from the receipt of complete documents	Concerned Senior Town Planner.	Chief Town Planner, Punjab	Director, Town and Country Planning Punjab (DTCP)
139.	Town & Country Planning	a) Sanction of Building Planned up to 500 square meter	30 working days from the receipt of complete documents	Concerned District Town Planner/Deputy Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
		b) Sanction of building above 500 square meter to 5000 square meter	-do-	Concerned Senior Town Planner	Chief Town Planner, Punjab	Director Town and Country Planning, Pb.
		c) Sanction of		Chief Town	Director Town	Principal Secretary,

		building plans above 5000 square meters	60 days	Planner	and Country Planning, Punjab	Housing & Urban Dev. Department.
140.	Town & Country Planning	Issue of completion/Partial completion certificate. a. up to 500 Sqm. b. 500 sqm to 5000 sqm c. More than 5000 sqm	15 working days -do- -do-	Concerned District Town Planner Concerned Senior Town Planner Chief Town Planner, Pb.	Additional Deputy Commissioner (General) Chief Town Planner, Pb. Director Town & Country Planning Pb.	Deputy Commissioner of the Concerned District Director, Town & Country Planning, Pb. Principal Secretary, Housing & Urban Dev. Department.
141.	Town & Country Planning	Land use classification certificate (to be issued by office of District/Deputy District Town Planner	5 working days	Concerned District Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
142.	Transport	Renewal of Driving Licence	7 days	Registering Authority(DTO in case of District HQ and SDM in case of sub-division)	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
143.	Welfare of S.C.'s and B.C.'s	Sanction of stipends/ Scholarship	1(one) Month	District Welfare Officer	Additional Deputy Commissioner	Deputy Commissioner of the Concerned District
144.	Welfare of S.C.'s and B.C.'s	Disbursement of Stipend etc.: <u>new cases</u>	4 months of sanction	District Welfare Officer	Additional Deputy Commissioner	Deputy Commissioner of the Concerned District
145.	Welfare of S.C.'s and B.C.'s	Supply of Text Books	Within 30 days of Start of School/ Classes	District Welfare Officer	Additional Deputy Commissioner	Deputy Commissioner of the Concerned District
146.	Revenue	Area/ Succession / Dependent Certificates/Counter Signatures etc.	15 days	Tehsildar of the concerned sub division	Sub division magistrate of the concerned sub division	Deputy Commissioner of the Concerned District
147.	Revenue	General Service (Rectification of Error occurred at the Level of an Official while delivering the services).	5 days; or The original time limit fixed for delivery of that service whichever is earlier.	Same as earlier notified for a particular service.	Same as earlier notified for a particular service	Same as earlier notified for a particular service.
148.	Revenue	Issuance of Non encumbrance Certificate	3 days	Sub registrar/ Joint Sub Registrar	Sub division magistrate of the concerned Sub-Division	Deputy Commissioner of the Concerned District

149.	Grievances & Pensions	Acknowledgement of all complaints	immediately if given personally/7 days in others cases	District Head of each Department	Additional Deputy Commissioner (General)	Deputy Commissioner
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NOTE:

1. In case of services sought from Suwidha Centre, an additional period of two days would be added to the above said given time limit and in such cases the Designated Officer and the In-charge of the Suwidha Centre, as the case may be, would be jointly and severally responsible for the delivery of such service.
2. The time fixed in delivery of services will start from the expiry of notice period wherever prescribed under the Act/Rules.
3. For all purposes with regard to the implementation of the Punjab Right To Service Act, the Additional Deputy Commissioner (General) of the concerned district shall be the Nodal Officer in the district for all the departments whose services are notified under the Act ibid.
4. The Special Secretary/Additional Secretary/Joint Secretary of the concerned department, as the case may be, shall be the Nodal Officer of the respective departments at the State Headquarter.

Chandigarh

C. ROUL. IAS,

28th August 2013

PRINCIPAL SECRETARY TO GOVERNMENT OF PUNJAB

No.1/22/2011-2GR2/

Chandigarh, the 2013

A copy is forwarded to all the Financial Commissioners, Principal Secretaries, Administrative Secretaries, Heads of all the Departments, Commissioners of the Divisions, Deputy Commissioners, Registrar Punjab & Haryana High Court, Heads of all Boards & Corporations and Sub Divisional Magistrates in the State of Punjab for necessary action.

- Sd -
Under Secretary, Governance Reform

No.1/22/2011-2GR2/

Chandigarh, the 2013

A copy is forwarded to Controller, Printing & Stationery, Punjab with the request to publish this notification in the Punjab Government Gazette (Extra-ordinary) and 5000 copies of this notifications may please be sent to this department.

- Sd -
Under Secretary, Governance Reform

No.1/22/2011-2GR2/91591/4

Chandigarh, the 4/9/2013

A copy is forwarded to Chief Commissioner, Punjab Right to Service Commission for information and necessary action.

Bhupinder Kaur
Under Secretary, Governance Reform

No.1/22/2011-2GR2/

Chandigarh, 2013

A copy is forwarded to Member Secretary, Punjab Governance Reform Commission in reference of letter No. 634, dated 6-11-2012 for information and necessary action.

- Sd -
Under Secretary, Governance Reform