

**GOVERNMENT OF PUNJAB  
DEPARTMENT OF GOVERNANCE REFORMS  
(Governance Reform-2 Br.)**

**Notification**

No.1/22/2011-GR-2 Br./ 80

Chandigarh, <sup>30<sup>th</sup></sup> May 2012

In supersession of the notification issued vide No. 1/22/2011-PGRC/757, dated 28<sup>th</sup> July, 2011 the Governor of Punjab is pleased to 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.	Deptt.	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 Fard Centre level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc.	1 day	Duty Patwari or ASM of the Fard Centre	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		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)	1 day	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		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 more than 5 but less than 15)	3 days	Parwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		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 more than 15)	7 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
2.	Revenue	Demarcation of Land	21 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District

3.	Revenue	Registration of all kinds of documents i.e. sale deed, lease deed, GPA, Partnership Deed etc.	1 day	Sub- Registrar or Joint Sub Registrar (in case of Sub Tehsils)	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
4.	Revenue	Certified Copies of all kinds of previously registered documents	7 days	Sub- Registrar or Joint Sub Registrar (in case of Sub Tehsils)	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
5.	Revenue	Attestation of uncontested mutations	15 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
6.	Revenue	Private Partition of Land (Mutual consent of landowners)	30 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
7.	Revenue	Issue of Income Certificate	15 days	Tehsildar of the concerned sub-division	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
8.	Health	Certified Copies of Birth/Death Certificates - Corporation Cities	2 days for current year and 5 days for previous years	Local Registrar, Birth and Death of the concerned Municipal Corporation	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
9.	Health	Certified Copies of birth/Death Certificates - MC Towns	2 days for current year and 5 days for previous years	Local Registrar, Birth and Death of the concerned Municipal Corporation	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
10.	Health	Certified Copies of Birth/Death Certificates- Rural Areas	2 days for current year and 5 days for previous years	Local Registrar, Birth and Death of the concerned District	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
11.	Health	Copies of the post mortem report	3 days	Senior Medical Officer of the concerned Civil Hospital OR Medical Superintendent in case of Medical College	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District

12.	Transport	a) Registration Certificate of vehicles (Non Transport)	7 days	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
		b) Registration of Certificate of Vehicles (Transport)	21 days	Registering Authority DTO of the concerned district		
13.	Transport	Fitness Certificate for Commercial Vehicle	7 days	Motor Vehicle Inspector	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
14.	Transport	Issue of Driving License- Motor Car/ Motor Cycle	7 days	Licensing 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
15.	Transport	Issue of Tax Clearance Certificate (for period upto 2 years from the date of application)	7 days	Section Officer, DTO Office	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
16.	Transport	Issue of Tax Clearance Certificate (for period beyond 2 years)	21 days	Section Officer, DTO Office	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
17.	Transport	Issue of Route Permit or National Permit	7 days	Secretary, Regional Transport Authority	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
18.	Transport	Addition/ deletion of Hire Purchase entry	3 days	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

19.	Transport	Transfer of Vehicle (if the place of registration is the same place)	7 days	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
20.	Personnel	Issue of Residence Certificate etc.	15 days	Tehsildar of the concerned sub-division	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
21.	Food, Civil Supplies and Consumer Affairs	Issue of Ration Card.	7 days	Assistant Food and Supplies Officer	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
22.	Housing and Urban Development	a) Sanction of Building Plans/Revised Building Plans (Residential)  b) Sanction of Building Plans/Revised Building Plan (Commercial)	30 Days  60 days	SDO Buildings of the concerned Authority	Additional Chief Administrator of the concerned authority.	Chief Administrator of the concerned authority
23.	Housing and Urban Development	Issue of Completion/ Occupation Certificate for buildings	15 days	SDO Buildings of the concerned Authority	Additional Chief Administrator of the concerned authority.	Chief Administrator of the concerned authority
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.	Chief Administrator of the concerned authority
25.	Housing and Urban Development	Issue of Conveyance Deed	15 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority.	Chief Administrator of the concerned authority
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.	Chief Administrator of the concerned authority
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.	Chief Administrator of the concerned authority
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	Chief Administrator of the concerned

					authority.	authority
29.	Housing and Urban Development	Issue of permission for mortgage	7 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority.	Chief Administrator of the concerned authority
30.	Local Government	Sanction of Building Plans/ Revised Building Plans (Residential)	30 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
		Sanction of Building Plans (other than Residential)	60 days			
31.	Local Government	Issue of Completion/ Occupation Certificate for Buildings (All Categories)	15 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
32.	Local Government	Issue of No Objection Certificate/ Duplicate Allotment/ Re- allotment Letter	21 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
33.	Local Government	Issue of Conveyance Deed	15 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
34.	Local Government	Issue of No Due Certificate	7 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
35.	Local Government	Transfer of property in case of sale	15 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
36.	Local Government	Transfer of property in case of death (uncontested)	45 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
37.	Local Government	Issue of permission for mortgage	7 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
38(a)	Local Government	Sanction of building Plans/ Revised Building Plans (Residential)	30 days	Commissioner of the concerned Municipal	Deputy Commissioner of the	Commissioner of the Concerned

				Corporation in Corporation Cities and	Concerned District in case of Corporation Cities	Division
38 (b)		Sanction of Building Plans/Revised Building Plans (other than residential)	60 days	Executive Officer of the concerned Municipal Council in Municipal Towns	SDM of the concerned sub-division in case of Municipal Towns	Deputy Commissioner of the Concerned District
39.	Local Government	Issue of Completion/ Occupation Certificate for Buildings (All Categories)	30 days	Commissioner of the concerned Municipal Corporation in Corporation Cities and	Deputy Commissioner of the concerned district in case of Corporation cities	Commissioner of the Concerned Division
				Executive Officer of the concerned Municipal Council in Municipal Towns	SDM of the concerned sub-division in case of Municipal Towns	Deputy Commissioner of the Concerned District
40.	Local Government	Sanction of Water Supply/ Sewerage Connection in Corporation Cities	7 days	Executive Engineer (O& M) of the concerned Municipal Corporation	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
41.	Local Government	Sanction of Water Supply/ Sewerage Connection- MC Towns	7 days	Assistant Municipal Engineer of the concerned MC	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
42.	Rural Water Supply and Sanitation	Sanction of Water Supply Connection	7 days	Sub-Divisional Engineer	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
43 (a)	Social Security	Sanction of all social security benefits to old age/ handicapped/ widow (Urban Areas)	30 days for the first time	Executive Officer of the Municipal Council/Nagar Panchayat or Sub-divisional Magistrate	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
		Sanction of all social security benefits to old age/handicapped/widow (Rural Areas)		Child Development Project Officer or District Social Security Officer	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District

44.	Social Security	Issue of Identity Cards to all categories of Handicapped persons	7 days	District Social Security Officer	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
45.	Welfare of S.C.'s and B.C.'s	Issue of various Certificates like Caste, OBC etc.	15 days	Tehsildar of the concerned sub-division	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
46.	Home	Registration of Marriage under Hindu Marriage Act	2 days from the expiry of 15 days notice period as provided in the Hindu Marriage Act.	Tehsildar of the concerned sub-division	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
47.	Home	Renewal of Arms License (If the license is presented before the expiry date and the license issuing district is the same where service has been sought)	15 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
48.	Home	Addition/ Deletion of weapon (if the license issuing district is the same where service has been sought)	7 days from the expiry of the mandatory notice period of 45 days as provided under the Arms act.	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
49.	Home	Extension of purchase period of weapon, (within permissible time period and if the license issuing district is the same where service has been sought)	7 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
50.	Home	Registration of Foreigners (Arrival and Departure)	Immediate	Additional Deputy Commissioner of police (Hq.) of the Police Commissionerate or	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police

				Superintendent of Police (Hq) of the concerned Police District		
51.	Home	Extension of Residential Permit of Foreigners	5 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
52.	Home	Copy of FIR or DDR	Immediate / Online	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of the Sub division	Commissioner of Police or Senior Superintendent of Police
53.	Home	NOC for use of loud speakers (applicable only in case of S.D.M. obtains N.O.C. from the concerned S.H.O. before granting permission)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
54.	Home	NOC for Fairs/ Melas/Exhibitions/Sports Events etc.	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
55.	Home	Stranger Verification (after receiving the verification from other District/ State of which the stranger is resident)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
56.	Home	Tenant/ Servant Verification (If resident of local area)	5 days	Station House Officer of the concerned Police Station OR Incharge of	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police



				Community Policing Sanjh Centre at the sub-division		
57.	Home	Tenant/ Servant Verification (If resident of other District/ State and after receiving the verification from other District/ State)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
58.	Home	Other Verification related services	30 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
59.	Home	Copy of untraced report in road accident cases	45 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
60.	Home	Copy of untraced report in cases pertaining to stolen vehicles	45 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjha Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
61.	Home	Copy of untraced report in theft cases	60 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
62.	Home	NOC for pre-owned vehicles	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police

				Centre at the sub-division		
63.	Home	Service Verification	10 days	Additional Deputy Commissioner of Police (Hq.) of the Police Comditionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
64.	Home	Character Verification	10 days	Additional Deputy Commissioner of Police (Hq.) of the Police Comditionerate 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 Arms License	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Comditionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
66.	Home	NOC for issuance/renewal of License of Arms Dealers	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Comditionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
67.	Home	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Comditionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police

68.	Home	Passport Verification	21 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
69.	Home	Verification for fresh Arms License	30 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police

**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 Incharge 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.
45. 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.

Dated, Chandigarh  
The 18<sup>th</sup> May 2012

**RAKESH SINGH**  
Chief Secretary to Government of Punjab

No.1/22/2011-GR-2Br./ 81

Chandigarh, the 30<sup>th</sup> May 2012

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 & Haryana High Court, Heads of all Boards & Corporations and Sub Divisional Magistrates in the State of Punjab for information and necessary action.

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**Special Secretary Governance Reform**  
Chandigarh, the 30<sup>th</sup> May 2012

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 notification may please be sent to this department.

**Special Secretary Governance Reform**

No.1/22/2011-GR-28r./ 83

Chandigarh, the 30<sup>th</sup> May 2012

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

  
Special Secretary Governance Reform