

# Obligations of Public Authorities



## MANUAL UNDER RIGHT TO INFORMATION ACT, 2005

English Version

**Punjab Right to Service Commission**  
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## Introduction

- I. In order to promote transparency and accountability in the working of every Public authority and to empower the citizens to secure access to information under the control of each public authority, the Government of India have enacted "The Right to Information Act, 2005", (RTI Act) which came into Force on 15.06.2005. In accordance with the provisions of section 4(1) (b) of this Act, Right to Service Commission, Punjab has brought out this manual for Information and guidance of the stakeholders and the general public.
- II. Section 4 of RTI Act 2005
  1. Every Public Authority shall:-
    - a) Every Public Authority shall maintain all its records duly catalogued and indexed in a manner
    - b) 17 Manuals
    - c) Publish all relevant facts while formulating important policies or announcing the decisions which affect public informed
    - d) Provide reasons for its administrative or quasi-judicial decisions to affected persons
  2. Every Public Authority shall provide as much information Suo-motu to the Public at regular intervals through various means of communication, including the internet (Clause b of Sub-Section 1)
  3. Every Information shall be disseminated widely (Sub-Section 1)
  4. All materials shall be disseminated taking into consideration the cost effectiveness, local language and the most effective method of communication in that local area and the information should be easily accessible
- III. The purpose of this manual is to inform the general public about Authority's organisational set-up, functions and duties of its officers and employees, records and documents available with it
- IV. This manual is aimed at the public in general and users of the services, and Provides information about the schemes, projects and programmes being implemented by the Authorities.

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## 1st Manual: Particulars of the Public Authority

### 1.1 Name and address of the organization:-

Punjab Right to Service Commission

Mahatma Gandhi State Institute of Public Administration, VIP Suites, Institutional Area,  
Sector 26, Chandigarh – 160 019

Telephone: 0172-2790181, Fax: 0172-2792182

E-mail: [rtspunjab@punjab.gov.in](mailto:rtspunjab@punjab.gov.in), [rtspunjab@gmail.com](mailto:rtspunjab@gmail.com)

### 1.2 Head of the organization: Chief Commissioner

### 1.3 Key Objectives:

The Punjab Right To Service Act-2011 was enacted with the sole objective of providing an effective frame work for time bound delivery of services being provided by various government departments in order to promote transparency and accountability.

Punjab Right To Service Commission has been entrusted with the task of making suggestions to the state government for ensuring better delivery of services. The Commission will also hear revision applications against the orders of 2nd Appellate Authority.

### 1.4 Functions and duties: As regards duties, functions and powers of the Punjab Right to Service Commission, the following provision has been made under Section -17 of the Punjab Right to Service Act, 2011:-

- 1) "Section 17 (1) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose the Commission may-
  - a) entertain and dispose of revisions under section 10;
  - b) take suomotto notice of failure to deliver service in accordance with this Act and refer such cases for decision to the First Appellate Authority or the Second Appellate Authority or pass such order itself as may be appropriate;
  - c) carryoutinspectionsofofficesentrustedwiththedeliveryofservicesandtheoffices of the First Appellate Authority and the Second Appellate Authority;
  - d) recommend Departmental action against any officer or employee of the State Government who has failed in due discharge of functions cast upon him under this Act;
  - e) recommend changes in procedures for delivery of services which will make the delivery more transparent and easier;  
Provided that before making such a recommendation, the Commission shall consult the Administrative Secretary in charge of the Department which is to deliver the service;

- f) recommend additional notifications to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of this Act; and
- g) Issue general instructions, not inconsistent with the provisions of this Act for the guidance of Designated Officers, the first Appellate Authorities and Second Appellate Authorities.
- h) while deciding the revision petitions or otherwise impose a of penalty up-to Rs 10,000 per case on the designated officer or any other officers or Officials involved in the process of providing service under the Act, if the Commission is of the opinion that the person concerned has failed without sufficient cause in due discharge of the duty cast on him:

Provided that person concerned shall be given a reasonable opportunity of being heard before any penalty is imposed upon him:

Provided further that the commission, by any order, give such amount as compensation to the appellant out of the amount of penalty imposed, as may be specified by it, which shall not exceed the total amount of penalty so imposed

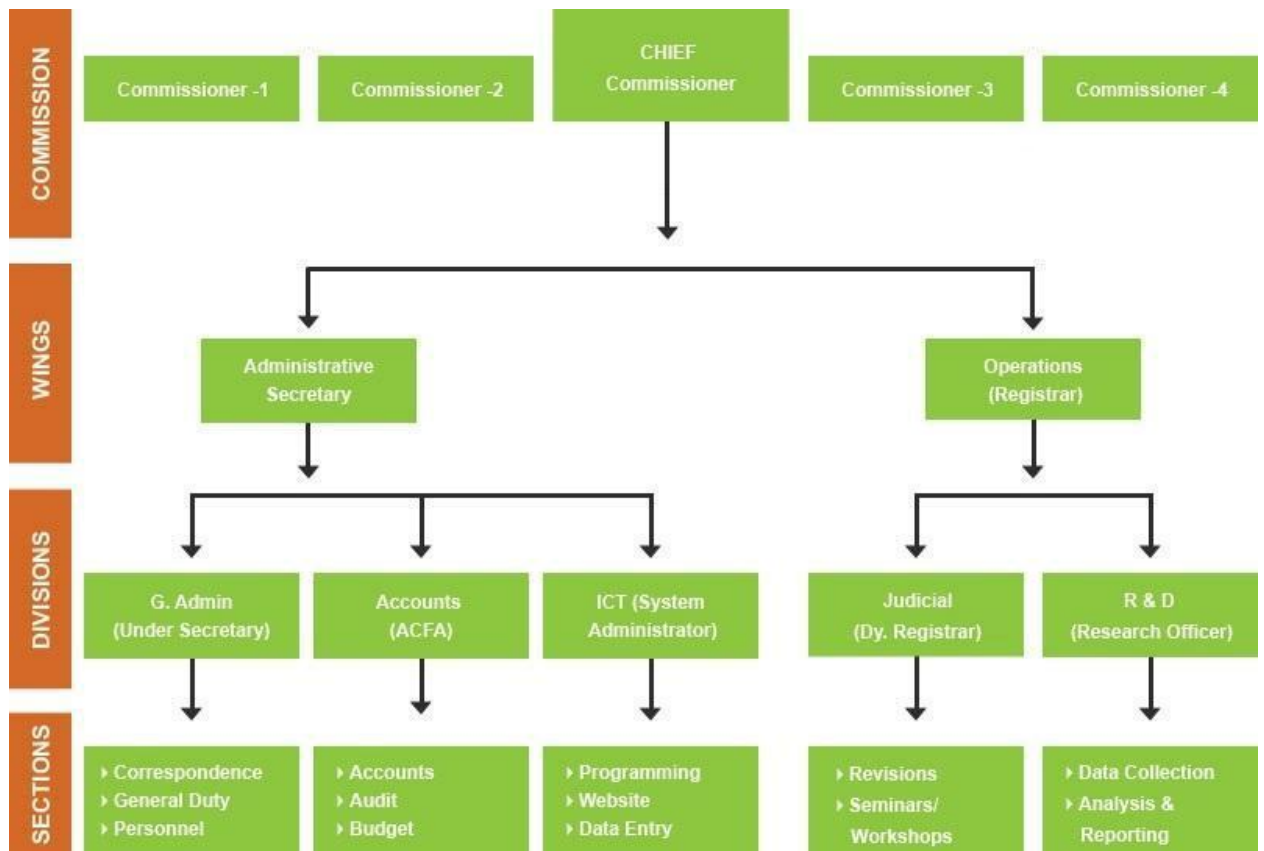
2) Where the Commission is satisfied that there are reasonable grounds to inquire into a matter arising out of the provisions of this Act, it may, suomoto, initiate an inquiry in respect thereof.

3) The Commission shall, while inquiring into any matter under this section, have the same powers as are vested in a Civil Court while trying a suit under the Code of Civil Procedure, 1908, in respect of the following matters, namely:-

- summoning and enforcing the attendance of persons, compelling them to give oral or written evidence on oath and producing documents or things;
- requiring the discovery and inspection of documents;
- receiving evidence on affidavits;
- requisitioning any public records or copies thereof from any court or office;
- issuing summons for examination of witnesses or documents; and
- Any other matter which may be prescribed.

4) The Commission may frame its regulations for the conduct of its business and any such matter, as the Commission may deem fit.”

1.5 Organization chart:





## 2nd Manual: Powers & duties of officers & employees

- 2.1 Powers and duties of officers (administrative, financial & judicial):  
2.2 Powers and duties of other employees:

S.No.	Designation	Powers and Duties
1	Chief Commissioner	General Superintendence, Direction and Management of Affairs of the Commission. Cognizance of Revisions and Complaints and their disposal. Submission of Annual Report to the Government.
2	Commissioners	Cognizance of Revisions and Complaints and their disposal.
3	Secretary First Appellate Authority (RTI Act)	General Administration To work as Registrar To Act as Appellant Authority under the Right to Information Act, 2005
4	Under Secretary	To assist in General Administration To act as Public Information officer under the RTI Act,2005 To work as Deputy registrar, In addition to above duties
5	Superintendent-1	In charge of General Administration Branch: To assist in day to day administration i.e. Staff arrangements, office up keep, miscellaneous correspondence/despach and receipt etc
6	Superintendent-2	In charge Legal Branch: To assist in work related to service delivery, amendments or addition of new services, complaints/suo-muto cases etc
7	ACFA	In charge, Finance and Accounts Branch: To handle budget related matters, expenditures, salary etc
8	System Administrator	Establishing, Maintaining IT systems in the Commission and generating MIS reports through online monitoring system and also coordinates with the district officials and departmental officials regarding any issue pertaining to online monitoring system .
9	Programmer	Managing websites, compiling MIS reports received from district through google spread sheets and also coordinate with the RTS operators regarding MIS reports received from district through google Drive, writing various programmes and assistance to System Administrator
10	Secretary to CC	Secretarial assistance to Chief Commissioner and handling related office matters
11	PS to Commissioners and Secretary	Secretarial assistance to the Commissioners and Secretary such as conduction of office meetings and handling correspondence To act as Assistant Registrar in addition to above duties
12	Senior Assistants	General Administration and Legal functions To act as APIO under RTI act 2005
13	Reader cum Ahlmads	Record keeping of court cases/Revisions etc.
14	Clerk cum Data Entry Operators	Data Entry and Record keeping
15	Drivers	To drive the staff car
16	Peon cum Messenger/Sweeper	Duties of class four

	cum Chaukidar	
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- 2.3 **Rules/orders under which powers and duties are derived:** As per the provisions made under the Punjab Right To Service Act, 2011

### **3rd Manual: Procedure followed in decision making**

#### **3.1 Process of decision making:**

- All decisions are taken in the meetings of the Commission from time to time.
- The Commission functions under the general supervision and directions of the Chief Commissioner.
- The Commission is empowered to consider and decide the Revision/Complaint as may be received by the Commission from time to time.

#### **3.2 Final decision making authority:** Chief Commissioner

#### **3.3 Related provisions, acts, rules etc:**

- Punjab right To Service Act,2011 on 20th Oct 2011;
- The Punjab Right to Service Rules notified on 14-05-2012;
- The Punjab Right to Service Commission(Management) Regulations,2012
- Notification no: 5/27/2014-2GR-2(PF)/668042/1 dated 15/1/2016 issued by the Government under section 3 of the Act

#### **3.4 Time limit for taking a decision, if any:** as per provisions made under the Punjab Right To Service Act,2011 and Notification no: 5/27/2014-2GR-2(PF)/668042/1 dated 15/1/2016 issued by the Government under section 3 of the Act

#### **3.5 Channels of supervision and accountability:** The Commission functions under the general supervision and directions of the Chief Commissioner.

## 4th Manual: Norms for discharge of functions

- 4.1 Nature of functions/services offered
- 4.2 Norms/standards for functions / service delivery
- 4.3 Time-limits for achieving the targets
- 4.4 Reference document prescribing the norms

S.no	4.1) Nature of functions/services offered	4.2) Norms/standards for functions / service delivery	4.3) Time-limits for achieving the targets	4.4) Reference document prescribing the norms
1)	The citizen centric Services Notified under section 3 of the Punjab Right To Service Act,2011	The Norms followed are prescribed in the Act and the notifications issued there under	As specified in the Act and Notifications	<ul style="list-style-type: none"> <li>➤ Punjab right To Service Act, 2011 on 20th Oct 2011;</li> <li>➤ The Punjab Right to Service Rules notified on 14-05-2012;</li> <li>➤ Notification no: 5/27/2014-2GR-2(PF)/668042/1 dated 15/1/2016 issued by the Government under section 3 of the Act</li> <li>➤ The Punjab Right to Service Commission(Management) Regulations,2012</li> </ul>

## 5th Manual: Rules, regulations, instructions, manuals and records under its control/ used by employees while discharging functions

5.1 Title and nature of the record / manual / instruction Gist of contents:

S.no	Title	Nature	Gist of Content
1)	Punjab Right To Service Act , 2011	Act	Various provisions
2)	The Punjab Right to Service Rules notified on 14-05-2012	Rules	Rules for the functioning of the Commission
3)	The Punjab Right to Service Commission(Management) Regulations,2012	Regulation	Regulations formulated by the Commission

## 6th Manual: Categories of documents held by the Authority or which are under its control

- 6.1 Title of the document: Revision petitions  
 6.2 Category of document: Revisions  
 6.3 Custodian of the document

Name of the Document	Procedure to obtain the Document	Held by/Under control of
1. Details of Release of Advertisements & Payments 2. Brochures & Publicity Material CDs Etc. 3. Diary/ Dispatch Registers 4. Personnel files 5. Miscellaneous files related to General Administration 6. Leave Record 7. Record pertaining to general administration	-Do-	Admin cell
1. Cash Book 2. Ledger 3. Vouchers of Cash, Bank and Journals  4. Salary Register 5. Miscellaneous files related to accounts	-Do-	ACFA
1. Files related to MIS, Amendments, Notification of new services, RTI Act etc 2. Record pertaining to Revision Petitions. 3. Record pertaining to miscellaneous applications received in the Commission.	-Do-	Legal Cell

## **7th Manual: Arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof**

7.1 **Relevant rule, circular etc:** Not Applicable

7.2 **Arrangements for consultation with or representation by the members of the public in policy formulation / policy implementation:**

- Through Bilingual interactive website.
- Through emails/ telephone calls.
- Interaction during field visits of the Commissioners.
- Meetings with the concerned Departments and other officials regarding RTS work

## 8th Manual: Boards, Councils, Committees and Other Bodies constituted as part of the Public

8.1 **Name of the Board, Council, committee etc:** No Boards/ Councils/ Committees have been set up to advise the PRSC

S.no	Name of the Board/Council/committee etc	Member Name	Designation	Address	Contact Details (Email, Phone, Fax, Mobile)
1)	N/A	N/A	N/A	N/A	N/A

8.2 **Composition Powers & functions:** N/A

8.3 **Whether their meetings are open to the public?** N/A

8.4 **Whether the minutes of the meeting are open to the public:** N/A

8.5 **Place where the minutes if:** N/A

8.6 **Open to the public is available?** N/A

## 9th Manual: Directory of Officers and employees

9.1 Name and designation

9.2 Telephone, fax and email ID

Directory of Officers and Employees					
Name	Designation	Tel (Office)	Mobile	Fax	Email
<b>SarvShri/Miss/Smt.</b>		Code-0172			
S.C. Agrawal, IAS (Retd.)	Chief Commissioner	2790421	9815555606	0172-2792182	<a href="mailto:scaprtsc@gmail.com">scaprtsc@gmail.com</a>
S.M.Sharma, IPS(Retd.)	Commissioner	2790420	9814334522	-do-	<a href="mailto:smsprtsc@gmail.com">smsprtsc@gmail.com</a>
Dr.Dalbir Singh Verka	Commissioner	2790422	9815070011	-do-	<a href="mailto:ddsprtsc@gmail.com">ddsprtsc@gmail.com</a>
H. S. Dhillon	Commissioner	2790424	9814400917	-do-	<a href="mailto:hsdprtsc@gmail.com">hsdprtsc@gmail.com</a>
Jaspal Mittal,PCS (Retd.)	Secretary, PRSC	2790181(O)	9814481181	-do-	<a href="mailto:jpmprtsc@gmail.com">jpmprtsc@gmail.com</a>
Bharat Bhushan Sehgal	Under Secretary	2790181-82(O)	9872309424	-do-	rtspunjab@punjab.gov.in , <a href="mailto:rtspunjab@gmail.com">rtspunjab@gmail.com</a>
Saroj Bala	S/CC	2790421	9417064344	-do-	-do-
Faqir Singh	PS/CC	2790421	9417606152	-do-	-do-
Ram Krishan Chanana	PS/Commr.	2790423	9417077477	-do-	-do-
Kewal Krishan	PS/Commr.	2790420	9888407799	-do-	-do-
Sajjan Singh	PS/Commr.	2790424	9664951899	-do-	-do-
Kaka Singh	PS/Commr.	2790181(O)	8427518676	-do-	-do-
Satish Kumar	ACFA	2790181	9463882137	-do-	-do-
Swaran Singh	Superintendent	2790181	9888360189	-do-	-do-
K.G. Sharma	Sr. Asstt.	2790181	9417703413	-do-	-do-
Shalu Syan	Programmer	2790420	9855244903	-do-	-do-
Vijay Kumar	System Administrator	2790420	8558908645	-do-	-do-



Monu	Reader- Cum- Ahlmad/(PS/Secret ary)	2790181	84278709 19	-do-	-do-
Ramanjit Kaur	Reader- Cum- Ahlmad/(PS/Secret ary)	2790181	97811198 80	-do-	-do-
Rozy	Reader- Cum- Ahlmad/(PS/Secret ary)	2790181	81960183 72	-do-	-do-
Tanvir Singh	Reader- Cum- Ahlmad/(PS/Secret ary)	2790181	86991133 66	-do-	-do-
Rohit Dwivedi	Reader- Cum- Ahlmad/(PS/Secret ary)	2790181	80547843 96	-do-	-do-
Roshan lal	Clerk cum D.E.O	2790181	94174743 56	-do-	-do-
Gourav Popli	Clerk cum D.E.O	2790181	98765567 42	-do-	-do-
Om Parkash	Clerk cum D.E.O	2790181	97801721 42	-do-	-do-
Promila	Clerk cum D.E.O	2790181	96468101 58	-do-	-do-
Pardeep Manocha	Clerk cum D.E.O	2790181	98725000 32	-do-	-do-

## 10th Manual: Monthly Remuneration received by officers & employees including system of compensation

- 10.1 Name and designation of the employee  
 10.2 Monthly remuneration  
 10.3 System of compensation as provided by in its regulations

Employee name	Designation	Monthly Remuneration	Compensation /Compensatory Allowance	The Procedure to determine the Remuneration as given in the Regulations
<b>SarvShri/Miss/Smt.</b>				
S.C. Agrawal, IAS (Retd.)	Chief Commissioner	90,000	Basic+ Allowances Minus Pension	As per the terms and conditions fixed by the Government
S.M.Sharma, IPS(Retd.)	Commissioner	80,000	Basic+ Allowances Minus Pension	-do-
Dr.Dalbir Singh Verka	Commissioner	80,000	Basic+ Allowances	-do-
H. S. Dhillon	Commissioner	80,000	Basic+ Allowances	-do-
Jaspal Mittal,PCS (Retd.)	Secretary,PRSC	52,890	Last pay drawn Minus Pension	-do-
Bharat Bhushan Sehgal	Under Secretary	33,000 (fixed)	--	--
Saroj Bala	S/CC	On deputation	--	--
Faqir Singh	PS/CC	20,000 (fixed)	--	--
Ram Krishan Chanana	PS/Commr.	20,000 (fixed)	--	--
Kewal Krishan	PS/Commr.	20,000 (fixed)	--	--
Sajjan Singh	PS/Commr.	20,000 (fixed)	--	--
Kaka Singh	PS/Commr.	20,000 (fixed)	--	--
Satish Kumar	ACFA	20,000 (fixed)	--	--
K.G. Sharma	Sr. Asstt.	19,000 (fixed)	--	--
Swaran Singh	Superintendent	20,000 (fixed)	--	--

Shalu Syan	Programmer	19,000 (fixed)	--	--
Vijay Kumar	System Administrator	19,000 (fixed)		
Monu	Reader- Cum- Ahlmad/(PS/Secretary)	20,000 (fixed)	--	--
Ramanjit Kaur	Reader- Cum- Ahlmad/(PS/Secretary)	12,000 (fixed)	--	--
Rozy	Reader- Cum- Ahlmad/(PS/Secretary)	12,000 (fixed)	--	--
Tanvir Singh	Reader- Cum- Ahlmad/(PS/Secretary)	12,000 (fixed)	--	--
Rohit Dwivedi	Reader- Cum- Ahlmad/(PS/Secretary)	12,000 (fixed)	--	--
Roshan lal	Clerk cum D.E.O	12,000 (fixed)	--	--
Gourav Popli	Clerk cum D.E.O	12,000 (fixed)	--	--
Om Parkash	Clerk cum D.E.O	12,000 (fixed)	--	--
Promila	Clerk cum D.E.O	12,000 (fixed)	--	--
Pardeep Manocha	Clerk cum D.E.O	12,000 (fixed)	--	--
Drivers (7 Drivers)	Drivers	11,000 per employee	--	--
4 Class (Peon/Sweeper cum Chowkidar)	4 Class (Peon/Sweeper cum Chowkidar)	9,200 (fixed) per employee	--	--

## 11th Manual: Budget allocated to each agency including all plans, proposed expenditures and reports on disbursements made etc.

11.1 **Total Budget for the Public Authority:** Rs. 5,68,00,000/-

11.2 **Budget for each agency and plan & programmes:**

Sr. No.	SOE	Budget Provision
1.	Salaries	3.58 Crore
2.	Medical	10 Lakh
3.	Travel Domestic	5 Lakh
4.	LTC	10 Lakh
5.	Rent	60 Lakh
6.	POL	20 Lakh
7.	Repair of Vehicles	10 Lakh
8.	Telephone and Toll Number	15 Lakh
9.	Printing and Stationery	20 Lakh
10.	Publicity	10 Lakh
11.	Professional Services such as Legal, IT, Consultancy, to Study Procedures	15 Lakh
12.	Computerization	10 Lakh
13.	Office Expenses (Misc. Expenses)	25 Lakh
<b>Total</b>		5.68 Crore

11.3 **Proposed expenditures:** Rs. 5, 68, 00,000/-

11.4 **Revised budget for each agency, if any:** N/A

11.5 **Report on disbursements made and place where the related reports are available:**

Total Expenditure: 2,41,075,97 (Report of disbursements are available with commission office)

## 12th Manual: Manner of execution of subsidy programmes

- 12.1 Name of the programme or activity
- 12.2 Objective of the program
- 12.3 Procedure to avail benefits
- 12.4 Duration of the programme/scheme
- 12.5 Physical and financial targets of the program
- 12.6 Nature/scale of subsidy/amount allotted
- 12.7 Eligibility criteria for grant of subsidy

S.no	Name of the programme or activity	Objective of the program	Procedure to avail benefits	Duration of the programme/scheme	Physical and financial targets of the program	Nature/scale of subsidy/amount allotted	Eligibility criteria for grant of subsidy
1)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

- 12.8 **Details of beneficiaries of subsidy program (Number, Profile etc.):**PRSC does not implement any subsidy programme.

### **13th Manual: Particulars of recipients of concessions, permits or authorisation granted by the Public Authority**

- 13.1 Concessions, permits or authorizations granted by Public Authority
- 13.2 For each concession, permit or authorization granted
- 13.3 Eligibility criteria
- 13.4 Procedure for getting the concession/grant and/or permits or authorizations
- 13.5 Name and address of the recipients given concessions/ permits or authorizations
- 13.6 Date of award of concessions/ permits or authorizations

S.no	Concessions, permits or authorizations granted by Public Authority	Eligibility criteria	Procedure for getting the concession/grant and/or permits or authorizations	Name and address of the recipients given concessions / permits or authorizations	Date of award of concessions / permits or authorization	For each concession, permit or authorization granted
1)	N/A	N/A	N/A	N/A	N/A	N/A

No concessions /permits / authorizations are given by the PRSC

## 14th Manual: Information available in electronic form

### 14.1 Details of information available in electronic form:

- Record pertaining to Revision Petition.
- Record pertaining to notified services.
- Record pertaining to miscellaneous applications received in the Commission.
- Record pertaining to staff arrangements

### 14.2 Name/title of the document/record/other information:

- The Punjab Right to Service Act 2011-notified on 20th Oct 2011
- The Punjab Right to Service (Amendment) Act, 2014 - notified on 6th May, 2014
- The Punjab Right to Service Act 2011- in Punjabi
- The Punjab Right to Service Rules notified on 14-05-2012
- The Punjab Right to Service Commission (Management) Regulations, 2012
- Notification dated 30-05-2012
- Notification dated 04-09-2013
- RTS Notification for 149 services - in punjabi
- Notification dated 02-03-2015
- Notification dated 15-01-2016
- RTI Manuals
- Application Form for Appeal

### 14.3 Location where available: [www.rtspunjab.gov.in](http://www.rtspunjab.gov.in)

## **15th Manual: Particulars of facilities available to citizens for obtaining information**

**15.1 Name & location of the facility:**

Punjab, Right to Service Commission  
Mahatma Gandhi State Institute of Public Administration, VIP Suites,  
Institutional Area, Sector 26, Chandigarh – 160 019

**15.2 Details of information made available:**

Proactive Disclosures under section (4) of RTI Act 2005

**15.3 Working hours of the facility:** 09:00 A.M to 05:00 P.M

**15.4 Contact Person & contact details (phone, fax, email):**

Sh. Bharat Bhushan Sehgal, Under Secretary  
Public Information Officer (PIO)  
Mob: 9872309424  
Off: 0172-2790181



## 16th Manual: Names, designations and other particulars of public information officers

### 16.1 Name and designation of the Public Information Officer, Assistant Public Information Officer (s) & Appellate Authority Address, telephone numbers and email ID of each designated official

S.no	Name	Designation	Address	Tel (Office)	Mobile	Fax	Email
1)	Sh. Jaspal Mittal	First Appellate Authority	Mahatma Gandhi State Institute of Public Administration, Complex Institutional Area, Sector 26, Chandigarh – 160019	0172-2790181	9814481181	0172-2792182	
2)	Sh. Bharat Bhushan Sehgal, Under Secretary	Public Information Officer (PIO)	Mahatma Gandhi State Institute of Public Administration, Complex Institutional Area, Sector 26, Chandigarh – 160019	0172-2790181	9872309424	0172-2792182	
3)	Sh. K G Sharma, Senior Assistant	Assistant Public Information Officer (APIO)	Mahatma Gandhi State Institute of Public Administration, Complex Institutional Area, Sector 26, Chandigarh – 160019	0172-2790181	9417703413	0172-2792182	

## 17th Manual: Any other useful information

- 17.1 Citizen's charter of the public authority: N/A
- 17.2 Grievance redressal mechanisms:  
 Website: [www.publicgrievancepb.gov.in](http://www.publicgrievancepb.gov.in) , [www.rtspunjab.gov.in](http://www.rtspunjab.gov.in)  
 E-mail: [rtspunjab@punjab.gov.in](mailto:rtspunjab@punjab.gov.in) , [rtspunjab@gmail.com](mailto:rtspunjab@gmail.com)
- 17.3 Details of applications received under RTI and information provided:

Year	Application Received	Information Provided	Pending
2011	2	2	0
2012	15	15	0
2013	18	18	0
2014	24	24	0
2015	10	10	0

**\*\* As on 16/02/2016**

- 17.4 List of completed schemes / projects / programmes: N/A
- 17.5 List of schemes/projects/programmes underway: RTSIS Software under process
- 17.6 Details of all contracts entered into including name of the contractor, amount of contract and period of completion of Contract:-

S.no	Project /Scheme/Programmes Name	Details of Project	Name of Contractor	Amount of Contract	Completion of Contract/Duration
1)	RTSIS	To monitor the delivery of Services under RTS Act	NIC	38.14 Lakh	Under Process

- 17.7 Any other Information:

## 17.7.1 Services Notified under RTS Act, as per copy of Notification

<b>Consolidated list of services notified by the Government of Punjab Department of Governance Reforms under Section 3 of the Punjab Right to Service Act, 2011 vide notification issued no: 5/27/2014-2GR-2/425953/1 dated 02.03.2015 and no. 5/27/2014-2GR-2 (PF)/668042/1 dated 15.01.2016</b>						
<b>Sr. No</b>	<b>Department /Organization</b>	<b>Name of the Service</b>	<b>Given Time Limit (working days)</b>	<b>Designated Officer</b>	<b>First Appellate Authority</b>	<b>Second Appellate Authority</b>
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
2	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)	2 day	Patwari	SDM of the Concerned Sub-Division	Deputy Commissioner of the Concerned District
3	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 more than 5 but less than 15)	3 days	Patwari	SDM of the Concerned Sub-Division	Deputy Commissioner of the Concerned District
4	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 more than 15 )	7 days	Patwari	SDM of the Concerned Sub-Division	Deputy Commissioner of the Concerned District

5	Revenue	Demarcation of Land	45 days (Where Police help is required-within 15 days from the date of orders of Concerned District Magistrate for such Police help)	Circle Revenue Officer	SDM of the Concerned Sub-Division	Deputy Commissioner of the Concerned District
6	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
7	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
8	Revenue	Attestation of uncontested mutations	45 days	Circle Revenue Officer	SDM of the Concerned Sub-Division	Deputy Commissioner of the Concerned District

9	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
10	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
11	Revenue	Kandi / Sub Mountainous area / Border area / Bet area / Hindu Dogra Community / Natural heir / Dependent certificate	15 days	Tehsildar of the Concerned sub division	Sub Divisional Magistrate of the Concerned sub division	Deputy Commissioner of the Concerned District
12	Revenue	Issuance of Non encumbrance Certificate	3 days	Sub registrar/Joint Sub Registrar	Sub Divisional Magistrate of the Concerned Sub-Division	Deputy Commissioner of the Concerned District
13	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
14	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 Town	SDM of the concerned Sub-Division	Deputy Commissioner of the concerned District

15	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
16.a	Health	Late Registration of Birth & Death and issue of Certificate (after 30 days but within one year)(Urban/Rural)	15 days i) 4 days Time for referring case to SMO/ District Registrar by the Concerned Registrar. ii) 7 days Time for SMO/ or Deputy Registrar to pass orders and send back case to the Concerned Registrar	Concerned Registrar / District Registrar	Sub-Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District.

			ar, as the case may be. iii) 4 days Time for Registration and Issuance of Certificate by the Concerned Registrar.			
16.b	Health	Late Registration of Birth & Death and issue of Certificate (after one year) (Urban/Rural)	30 days i) 4 days Time for referring case to District Registrar by the Concerned Registrar. ii) 4 days Time for referring case to Sub Divisional	Concerned Registrar / District Registrar	Sub-Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District.

			<p>Magist rate by the District Registrar. iii) 15 days Time for Verification/ pass orders and send back case to District Registrar by the office of Sub Divisional Magist rate . iv) 3 days Time for sendin g back case to the Concer ned Registr ar by district Registr ar. v) 4 days Time for Issuan</p>		
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			ce of Certificate by the Concerned Registrar.			
17	Health	Birth Certificate (Name Entry & New Birth Certificate)	7 days	Concerned Local/District Registrar as applicable	Sub Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
18	Health	Correction of entry in Birth and Death Certificate	15 days	Concerned Local/District Registrar as applicable	Sub Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
19	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

20	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 Divisional Magistrate of the Concerned Sub-Division	Additional Deputy Commissioner (General)/Deputy Commissioner of the Concerned District
21	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 Divisional Magistrate of the Concerned Sub-Division	Additional Deputy Commissioner (General)/Deputy Commissioner of the Concerned District
22	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	Sub Divisional Magistrate of the Concerned Sub-Division	Additional Deputy Commissioner (General)/Deputy Commissioner of the

				Centre or Medical Officer I/C of Primary Health Centre.		Concerned District
23	Health	Issuance of Single Disability Certificate	7 days	Senior Medical Officer I/C District Hospital Sub Divisional Hospital & Community Health Centre	Sub Divisional Magistrate of the Concerned Sub-Division	Additional Deputy Commissioner (General) /Deputy Commissioner of the Concerned District
24	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 Divisional Magistrate of the Concerned Sub-Division	Additional Deputy Commissioner (General) /Deputy Commissioner of the Concerned District
25	Health	Emergency Medical Response (Ambulance at 108)	20 minutes (Urban) /30 minutes (Rural)	Deputy Medical Commissioner Under Health System Corporation	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
26	Health	Janani Suraksha Yojana assistance	Before the discharge of mother	In-charge Medical Officer of the Institution	Sub Divisional Magistrate of the Concerned	Deputy Commissioner of the Concerned

			r from Hospital subject to availability of funds		d Sub-Division	ed District
27	Health	Mata Kaushalya Yojana Assistance	Before the discharge of mother from Hospital subject to availability of funds	In-charge Medical Officer of the Institution	Sub Divisional Magistrate of the Concerned Sub-Division	Deputy Commissioner of the Concerned District
28	Health	Supply of essential medicine (as notified by the department for different Institutions)	Same day subject to availability of medicines	In-charge Medical Officer. of the Institution	Sub Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
29	Health	Facility for X-ray / Pathological Test, vaccination-DT/Polio Anti Rabies, Anti Venom ( as notified by the Department for different institutions)	Same day subject to availability of material for such tests	In-charge Medical Officer of the Institution	Sub Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
30	Health	Rashtriya Bal Swasthya Karyakram (RBSK) Regular and Periodical checkup of 30 diseases	6 months	District Nodal Officer RBSK - cum- District Vaccination Officer	Civil Surgeon	Deputy Commissioner

31	Health	Issuance of Medical Certificate	Within 2 days	Medical Officer Concerned	Civil Surgeon	DC of Concerned District
32	Health	Issuance/ Permission/Rejection of Registration Certificate to Ultra Sound Centers	Within 90 days	SMO	Civil Surgeon	Deputy Commissioner
33	Health	Issuance of fresh Drug License/Renewal to Retail Chemists	30 days subject to submission of requisite documentation	Drug Inspector notified as Zonal Licensing Authority of the Districts	State Drugs Controller	Commissioner Food and Drug
34	Health	Issuance of fresh Drug License/Renewal to Wholeseller Chemists	45 days subject to submission of requisite documentation	State Drug Controller/ Assistant Drug Controller . Punjab	Commissioner Food and Drug	Principal Secretary Health
35	Health	Issuance of fresh Drug License to Manufacturers	60 days subject to submission of requisite documentation	State Drug Controller/ Assistant Drug Controller . Punjab	Commissioner Food and Drug	Principal Secretary Health
36	Health	Issuance of fresh Drug License/Renewal to Retail Sale Homeopathic	30 days subject to submission of requisite	Drug Inspector notified as Zonal Licensing Authority of the	State Drug Controller	Commissioner Food and Drug

			te docum entati on	Districts		
37	Health	Issuance of fresh Drug License/Renewal to Wholesale Homeopathic	45 days	State Drug Controller/ Assistant Drug Controller . Punjab	Commissioner Food and Drug	Principal Secretary Health
38	Health	Issuance of Drug License to Manufacturers of Homeopathy medicines	60 days	State Drug Controller/ Assistant Drug Controller . Punjab	Commissioner Food and Drug	Principal Secretary Health
39	Health	Cosmetic Manufacturing License	60 days	State Drug Controller/ Assistant Drug Controller . Punjab	Commissioner Food and Drug	Principal Secretary Health
40	Health	Issuance of Drug License to Manufacturers of Ayurvedic medicines	3 Months	Director Ayurveda	Additional Secretary Health	Principal Secretary Health
41	Health	Issuance of Registration Certificate for Food (If turnover is less than Rs. 12 lakh)	7 days	Food Safety Officer	Designated Officer Food Safety	Deputy Commissioner
42	Health	Issuance of License for Food (If turnover is more than Rs. 12 lakh)	60 days	Designated Health Officer (DHO)	Joint Commissioner Food and Drug	Commissioner Food and Drug
43.a	Transport	Registration Certificate of Vehicles (Non Transport)	21 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

43.b	Transport	Registration Certificate of Vehicles (Transport)	21 days	Registering Authority DTO of the Concerned district	Additional Deputy Commissioner (General) of the Concerned District	Deputy Commissioner of the Concerned District
44	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
45	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
46	Transport	Issue of Tax Clearance Certificate (for period upto 2 years from date of application)	7 days	Section Officer, DTO Office	Additional Deputy Commissioner (General) of the Concerned District	Deputy Commissioner of the Concerned District
47	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
48	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

						d District
49	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
50	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
51	Transport	Renewal of Driving License	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
52	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



53	Food , Civil Supplies and Consum er Affairs	Issuance of NOC for setting up of Petrol Pump	35 Days 1.Time for obtaini ng NOC from variou s depart ments by the Office of Licensi ng Author ity (23 days) 2. Time for action by the Design ated Officer to deliver the service (12 Days) Total 35 days	Additional District Magistrate Or Additional Deputy Commissio n-er (HQ) in case of Police Commissio nerate	District Magistrat e or Deputy Commissi oner of Police in case of Police Commissi onerate	Commiss ioner of Divison or Commiss ioner of Police
54.a	Housing & Urban Develop ment	Sanction of Building Plans – Authority, Revised Building Plans (Residential)	30 days	SDO Building	Additiona l Chief Administ rator	Addition al Deputy Commiss ioner (General) / Deputy Commiss ioner

54.b	Housing & Urban Development	Sanction of Building Plans – Authority, Revised Building Plans (Commercial)	30 days	SDO Building	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner
55	Housing & Urban Development	Issue of Completion / Occupation Certificate for Building	15 days	SDO Building	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner
56	Housing & Urban Development	Issue of No Objection Certificate / Duplicate Allotment / Re-allotment Letter	10 days (No Objection Certificate) / 3 days (Duplicate Allotment letter) / 10 days (Re-allotment Letter)	Superintendent	Estate Officer	Additional Chief Administrator
57	Housing & Urban Development	Issue of Conveyance Deed	15 days	Estate Officer	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner

58	Housing & Urban Development	Issue of No Due Certificate	5 days	Account Officer	Estate Officer	Additional Chief Administrator
59	Housing & Urban Development	Transfer of Property in case of sale (NOC)	10 days	Superintendent	Estate Officer	Additional Chief Administrator
60	Housing & Urban Development	Transfer of property in case of death (uncontested) a) All Legal heirs b) Registered Will c) Un-Registered Will	a) 30 days b) 30 days c) 45 days	Estate Officer	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner
61	Housing & Urban Development	Issue of permission for mortgage	7 days	Superintendent	Estate Officer	Additional Chief Administrator
62	Housing & Urban Development	Attested copy of any Documents	3 days	Superintendent	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner
63	Housing & Urban Development	Change of Ownership	5 days	Estate Officer	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner
64	Housing & Urban Development	Demarcation of Plot	5 days	Sub Divisional Officer (Building)	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner

65	Housing & Urban Development	Issue of Plinth/Roof Level Certificate	7 days	Sub divisional officer (Building)	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner
66	Housing & Urban Development	Water Supply and Sewerage connection	7 days	Sub Divisional Officer (Public Health)	Additional Chief Administrator	Additional Deputy Commissioner (General) / Deputy Commissioner
67.a	Local Government	Sanction of Building Plans/ Revised Building Plans (Residential) – in Improvement Trust Areas.	30 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned Sub-Division	Deputy Commissioner of the concerned District
67.b	Local Government	Sanction of Building Plans/ Revised Building Plans (Other than Residential)- in Improvement Trust Areas.	60 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned Sub-Division	Deputy Commissioner of the concerned District
68	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
69	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
70	Local Government	Issue of Conveyance Deed	15 days	Executive Officer of the Concerned	SDM of the Concerned Sub-	Deputy Commissioner of the

				Improvem ent Trust	Division	Concern ed District
71	Local Govern ment	Issue of No Due Certificate	7 days	Executive Officer of the Concerned Improvem ent Trust	SDM of the Concerne d Sub- Division	Deputy Commiss ioner of the Concern ed District
72	Local Govern ment	Transfer of property in case of sale	15 days	Executive Officer of the Concerned Improvem ent Trust	SDM of the Concerne d Sub- Division	Deputy Commiss ioner of the Concern ed District
73	Local Govern ment	Transfer of property in case of death (uncontested)	45 days	Executive Officer of the Concerned Improvem ent Trust	SDM of the Concerne d Sub- Division	Deputy Commiss ioner of the Concern ed District
74	Local Govern ment	Issue of permission for mortgage	7 days	Executive Officer of the Concerned Improvem ent Trust	SDM of the Concerne d Sub- Division	Deputy Commiss ioner of the Concern ed District
75.a	Local Govern ment	Sanction of Building Plans/ Revised Building Plans (Residential)-in Municipal Corporation Cities and in Municipal Council Towns	30 days	Commissi oner of the Concerned Municipal Corporatio n in Corporatio n Cities and Executive Officer Of the Concerned Municipal Council in the Municipal	Deputy Commissi oner of the concerne d District in case of Corporati on Cities and SDM of the concerne d Sub- Division in case of Municipa	Commiss ioner of the concerne d Division and Deputy Commiss ioner of the concerne d District

				Towns	I Towns	
75.b	Local Government	Sanction of Building Plans/ Revised Building Plans (Other than Residential)-in Municipal Corporation Cities and in Municipal Council Towns	60 days	Commissioner of the Concerned Municipal Corporation in Corporation Cities and Executive Officer Of the Concerned Municipal Council in the Municipal Towns	Deputy Commissioner of the concerned District in case of Corporation Cities and SDM of the concerned Sub-Division in case of Municipal Towns	Commissioner of the concerned Division and Deputy Commissioner of the concerned District
76	Local Government	Issue of Completion / Occupation Certificate for Buildings (All Categories) -in Corporation Cities and Municipal Council Towns	30 days	Commissioner of the Concerned Municipal Corporation in Corporation Cities and Executive Officer Of the Concerned Municipal Council in the Municipal Towns	Deputy Commissioner of the concerned District in case of Corporation Cities and SDM of the concerned Sub-Division in case of Municipal Towns	Commissioner of the concerned Division and Deputy Commissioner of the concerned District

77	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
78	Local Government	Sanction of Water Supply / Sewerage Connection in M.C. Towns	7 days	Assistant Municipal Engineer of the concerned Municipal Council.	SDM of the Concerned District	Deputy Commissioner of the concerned District
79	Local Government	Issue of Conveyance Deed in Municipal Committees and Municipal Corporations	15 days	Executive Officer of Municipal Committees or Assistant Commissioners of Concerned Municipal Corporations	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner of the Concerned District
80	Local Government	Sanction of Water Supply/Sewerage connection in the Improvement Trusts	7 days	Executive Officer of Concerned Improvement Trust	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner of the Concerned District
81	Local Government	Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations	12 days	Superintendent of the Concerned Municipal Committees or Municipal Corporations	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner of the Concerned District
82	Local Government	Removal of Solid waste from streets/roads	2 days	Executive Officer	Sub Divisional Magistrate of the Concerned	Deputy Commissioner of the Concerned

					d District	ed District
83	Local Government	Replacement of Street lights	10 days	Executive Officer	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner of the Concerned District
84	Local Government	Water pipes leakages/Sewerage/ Blocked/Over flow	24 hours	Executive Officer	SDM of the Concerned District	Deputy Commissioner of the concerned District
		Water and sewerage connection related services				
85.a	Local Government	Change of Title in Water & Sewerage Bill / Water & Sewerage Bill Amendment	7 days	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District
85.b	Local Government	Approval of Water Disconnection/ Reconnection	7 days	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-	Deputy Commissioner of the Concerned District



				Committees/Improvement Trusts	Division in case of Municipal Committees	
85.c	Local Government	Approval of Sewerage Disconnection / Reconnection	7 days	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District
86	Local Government	License for Slaughterhouse	30 days	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District

87	Local Government	Approval of Additional Construction	30 days	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District
88	Local Government	Sanction of Change of Land Use	60 days	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District
89	Local Government	Issue of NOC for Fire Safety	30 days	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-	Deputy Commissioner of the Concerned District

				Committees/Improvement Trusts	Division in case of Municipal Committees	
90.a	Local Government	Conveying the Assessment regarding Property Tax	One hour or immediately when deposited	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District
90.b	Local Government	Collection of property tax	One hour or immediately when deposited	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District

91	Local Government	Issue of Bus Pass (for buses operated by the ULB)	Same day	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District
92	Local Government	Issuance of Possession Letters	30 days after allotment letter of sold property	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District
93	Local Government	Issuance of Allotment Letters	60 days after auction / sold	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-	Deputy Commissioner of the Concerned District

				Committees/Improvement Trusts	Division in case of Municipal Committees	
94	Local Government	Approval for time extension for building plans	15 days	Additional / Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Commissioner, MC in case of Municipal Corporations & SDM of the Concerned Sub-Division in case of Municipal Committees	Deputy Commissioner of the Concerned District
95	Rural Water Supply & Sanitation	Sanction of Water Supply Connection	7 days	Sub-Divisional Engineer	SDM of the Concerned Sub-Division	Deputy Commissioner of the Concerned District
96.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
96.b	Social Security	Sanction of all social security benefits to old age/ handicapped / widow (Rural Areas)	30 days for the first time	Child Development Project Officer or District Social	Additional Deputy Commissioner (General) of the	Deputy Commissioner of the Concerned

				Security Officer	Concerned District	District
97	Social Security	Disbursement of old age/ handicapped / widow/ other pension and benefits -New Cases	30 days from the date of sanction subject to availability of funds	District Social Security Officer/CD PO	Additional Deputy Commissioner (General) of the Concerned District	Deputy Commissioner of the Concerned District
98	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
99	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
100	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
101	Social Security	Disbursement of scholarship to physically challenged -New Cases	30 days from the date of sanction subject to	District Social Security Officer	Additional Deputy Commissioner (General) of the Concerned District	Deputy Commissioner of the Concerned District

			availab ility of funds			
102	Social Security	Sanction of financial assistance to Dependent Children (Urban) area	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
103	Social Security	Sanction of financial assistance to Dependent Children (Rural Areas)	30 days for the first time	Child Development Project officer of District social Security Officer	Additional Deputy Commissioner (General) of the Concerned District	Deputy Commissioner of the Concerned District
104	Social Security	Sanction of National Family Benefit Scheme (Rural and Urban area)	30 Days	District Social Security Officer of the Concerned District	Additional Deputy Commissioner (General) of the Concerned District	Deputy Commissioner of the Concerned District
105	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
106	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
107.a	Welfare of S.C.'s and B.C.'s	Sanction of Stipend etc.-new cases	60 days from date of	District Welfare Officer	Additional Deputy Commissioner	Deputy Commissioner of the

			application sanction			Concerned District
107.b	Welfare of S.C.'s and B.C.'s	Disbursement of Stipend etc.- new cases	60 days from the date of sanction subject to availability of funds.	District Welfare Officer	Additional Deputy Commissioner	Deputy Commissioner of the Concerned District
108	Welfare of S.C.'s and B.C.'s	Supply of Text Books	15 days before the start of school classes	District Welfare Officer	Additional Deputy Commissioner	Deputy Commissioner of the Concerned District
109	Welfare of S.C.'s and B.C.'s	Term Loan to SC	Grant Based Scheme i) For Sanction of loan: within 45 days after submission of required paper in all respect ii) For disbursement of	Executive Director	Chairman	Secretary, Welfare



			laons: within 60 days after releas e of funds by the Govt and further , after submis sion of the requir ed papers (Mortg age)			
110	Welfare of S.C.'s and B.C.'s	Term Loan to BC	Grant Based Schem e i) For Sancti on of loan: within 45 days after submis sion of requir ed paper in all respec t ii) For disbur semen t of laons: within 60	Executive Director	Chairman	Secretary , Welfare

			days after release of funds by the Govt and further , after submission of the required papers (Mortgage)			
111	Welfare of S.C.'s and B.C.'s	Shagun Scheme	<p>i) For sanction of case : within 45 days after submission of the required papers in all respect</p> <p>ii) For disbursement of Financial Assistance, within 30 days subject to</p>	District Welfare Officer	Director, Welfare	Secretary , Welfare

			the availability of funds			
112	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
113.a	Home	Renewal of Arms License.	22 Days (i). 2 days Time for referring case to the Police by the DC office. (ii)15 days Time for verification by the Police. (iii) 5	Licensing authority (Addl. DM of the District/ Addl. Deputy Commissioner of Police (HQ)in case of police Commissionerate	District Magistrate of the Concerned district/Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police in case of Commissionerate

			days Time for deliver y of service s by the Design ated Officer after Verific ation			
113.b	Home	Renewal in case of licensee has shifted his residence from the license issuing district to another district	30 Days (i).5 days for the forwar ding district to the origina l license issuing district . (ii) 20 days for sendin g verific ation report by the origina l license issuing district to the forwar ding district .	Licensing Authority (Addl. DM of the District / Addl. Deputy Commissio ner of Police (HQ) in case of police Commissio nerate	District Magistrat e of the Concerne d district/ Deputy Commissi oner of Police	Commiss ioner of the Concern ed Division/ Commiss ioner of Police in case of Commiss ionerate

			(iii). 5 days for delivery of service by the forwarding district			
113.c	Home	Renewal of Arms License in the case where an adverse report is received from the Police and an opportunity of being heard has to be given to the Licensee before taking any action as provided under the Arms Act.	Additional 60 days	Licensing authority (Addl. DM of the District / Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district/ Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police in case of Commissionerate
113.d	Home	Renewal of Arms License (In the case where the applicant applies for renewal after the due date)	40 days (i) 3 days Time for referring case to the Police by Licensing Authority Office. (ii) 15 days Time for verific	Licensing authority (Addl. DM of the District/ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district/ Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police in case of Police Commissionerate.

			ation by the Police. (iii) Additional 15 days for providing an opportunity of personal hearing by the Licensing Authority. (iv) 7 days Time for delivery of services by the Designated Officer.			
114.a	Home	Addition / Deletion of weapon (if the licence issuing district is the same where service has been sought)	7 days from the expiry of the mandatory notice period of 45 days as	Licensing Authority (Addl. DM of the District) /Addl. Deputy Commissioner of Police (HQ) in case of	District Magistrate of the Concerned district/ Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police

			provided under the Arms act.	Police Commissionerate		
114.b	Home	Entry of Weapon on Arms License	7 days	Licensing Authority (Addl. DM of the District) /Addl. Deputy Commissioner of Police (HQ) in case of Police Commissionerate	District Magistrate of the Concerned district/ Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police
115	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) / Addl. Deputy Commissioner of Police(HQ) in case of Police Commissionerate	District Magistrate of the Concerned district/ Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police
116	Home	Registration of Foreigners (Arrival and Departure)	Immediate	Additional Deputy Commissioner of police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq)	Deputy Commissioner of Police or Senior Superintendent of Police	Commissioner of Police or Deputy Inspector General of Police of the Range

				of the Concerned Police District		
117	Home	Extension of Residential Permit of Foreigners	5 days	Additional Deputy Commissioner of police (Hq.) of the Police Commissioner or Superintendent of Police (Hq) of the Concerned Police District	Deputy Commissioner of Police or Senior Superintendent of Police	Commissioner of Police or Deputy Inspector General of Police of the Range
118	Home	Copy of FIR or DDR	Immediate/ Online	Station House Officer of the Concerned Police Station or In-charge of Community Policing Saanjh Centre at the Sub- Division	DSP In- charge of Sub division	Commissioner of Police or Senior Superintendent of Police



119	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 In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police
120	Home	NOC for Fairs / Melas / Exhibitions / Sports Events etc.	5 days	Station House Officer of the Concerned Police Station or In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police
121	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 In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police

122	Home	Tenant / Servant Verification (if resident of local area)	5 days	Station House Officer of the Concerned Police Station or In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police
123	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 In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police
124	Home	Other Verification related services	30 days	Station House Officer of the Concerned Police Station or In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police

125	Home	Copy of untraced report in road accident cases	45 days	Station House Officer of the Concerned Police Station or In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police
126	Home	Copy of untraced report in cases pertaining to stolen vehicles	45 days	Station House Officer of the Concerned Police Station or In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police
127	Home	Copy of untraced report in theft cases	60 days	Station House Officer of the Concerned Police Station or In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police

128	Home	NOC for pre-owned vehicles	5 days	Station House Officer of the Concerned Police Station or In-charge of Community Policing Saanjh Centre at the Sub-Division	DSP In-charge of Sub division	Commissioner of Police or Senior Superintendent of Police
129	Home	Police Record checking (For newly appointed persons in government and semi government departments)	10 days	Assistant Commissioner of Police Sub-Division or Deputy Superintendent of Police Sub-Division	Deputy Commissioner of Police or Senior Superintendent of Police	Commissioner of Police or Deputy Inspector General of Police of the Range
130	Home	Police Clearance Certificate (For private employment etc.)	10 days	Assistant Commissioner of Police Sub-Division or Deputy Superintendent of Police Sub-Division	Deputy Commissioner of Police or Senior Superintendent of Police	Commissioner of Police or Deputy Inspector General of Police of the Range
131	Home	NOC for issuance / renewal of License of Arms Dealers	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate or	Deputy Commissioner of Police or Senior Superintendent of Police	Commissioner of Police or Deputy Inspector General of Police of the

				Superintendent of Police (Hq.) of the Concerned Police District		Range
132	Home	Issuance of NOC for setting up of Cinema Hall	30 days i)Time for obtaining NOC from various department by the office of Deputy Commissioner or Police Commissioner (15 days). ii)Time for action by Deputy Commissioner office to deliver the service (15	Addl. District Magistrate or Additional Deputy Commissioner (HQ) in case of Police Commissionerate	District Magistrate or Deputy Commissioner of Police in case of Police Commissionerate	Commissioner of Division or Commissioner of Police

			days).			
133	Home	Police Record Checking of Passport Applicants	21 Days	Additional Deputy Commissioner of Police (HQ) or Superintendent of Police (HQ)	Deputy Commissioner of Police or Sr. Superintendent of Police	Commissioner of Police or Inspector General of Police Zone.
134	Home	Verification for fresh Arms License	30 days	Additional Deputy Commissioner of Police (HQ) or Superintendent of Police (HQ)	Deputy Commissioner of Police or Sr. Superintendent of Police	Commissioner of Police or Inspector General of Police Zone.
135	Home	Acknowledgement of Complaint	Same day when the complaint is received by the Designated Officer through any source	Station House officer	DSP In-charge of the sub division	Commissioner of Police or Senior Superintendent of Police.

136	Home	Status report of complaints	21 days	Station House officer	DSP In-charge of the sub division	Commissioner of Police or Senior Superintendent of Police.
137	Home	Issuance of Marriageability Certificate	45 Days including statutory notice 15 days after statutory notice	District Magistrate	Divisional Commissioner	Principal Secretary (Home)
138	Home	Solemnization of Marriage under Special Marriage Act, 1954	45 Days including statutory notice 15 days after statutory notice	District Magistrate	Divisional Commissioner	Principal Secretary (Home)
139	Home	Registration of Marriage under the Punjab Compulsory Registration of Marriage Act, 2012	7 Days	Registrar (Tehsildar)	SDM	Deputy Commissioner
140	Home	MRG Enquiry in case of loss of passport abroad	21 Days	Additional Deputy Commissioner of Police (H.Q.) in Commissionerate Districts and	Deputy Commissioner of Police in Commissionerate Districts and Senior Superintendent of	Commissioner of Police in Commissionerate Districts and Inspector General of Police Zone, in

				Superintendent of Police (H.Q.) in other districts	Police, in other districts	other districts
141	Home	Other services related with passport. (Report for loss of passport, Nativity Certificate )	21 days	Additional Deputy Commissioner of Police (H.Q.) in Commissionerate Districts and Superintendent of Police (H.Q.) in other districts	Deputy Commissioner of Police in Commissionerate Districts and Senior Superintendent of Police, in other districts	Commissioner of Police in Commissionerate Districts and Inspector General of Police Zone, in other districts
142	Home	Countersigning of Document	7 Days	Additional Deputy Commissioner of Police (H.Q.) in Commissionerate Districts and Superintendent of Police (H.Q.) in other districts	Deputy Commissioner of Police in Commissionerate Districts and Senior Superintendent of Police, in other districts	Commissioner of Police in Commissionerate Districts and Inspector General of Police Zone, in other districts
Arms Licenses related others services						



143.a	Home	Issuance of New Arms License	<p>30 days 2 Working days for referring case to the Police by the Licensing Authority.</p> <p>23 Working days for verification by the Police.</p> <p>5 Working days for delivery of the service by the Designated Officer after verification.</p>	<p>Licensing authority (Addl. DM of the District/ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate</p>	<p>District Magistrate of the Concerned district/ Deputy Commissioner of Police</p>	<p>Commissioner of the concerned Division / Commissioner of Police in case of Commissionerate</p>
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143.b	Home	Issuance of Duplicate Arms License	10 Days	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the concerned Division / Commissioner of Police
143.c	Home	NOC for Sale of Weapon	10 Days	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police
143.d	Home	Application for Extension of Jurisdiction (Punjab)	10 Days	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police

143.e	Home	Cancellation of Arms License on the request of the licensee	30 Days	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police
143.f	Home	Change of Address in Arms License	30 Days	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police
143.g	Home	Appointment of Retainer of Weapon	15 days	Licensing Authority (Additional DM of the district ) / Additional Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of Concerned Division/ Commissioner of Police

143.h	Home	Addition/Deletion of Retainer in Arms License	30 Days	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police
143.i	Home	Change of Bore	10 Days	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police
143.j	Home	Permission for Deposit of weapon in death Case	1 Day	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police

143.k	Home	Permission for sale / transfer of Weapon in Death Case	30 Days	Licensing Authority (Addl. DM of the district / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned district / Deputy Commissioner of Police	Commissioner of the Concerned Division/ Commissioner of Police
143.l	Home	Permission of addition of Cartridges	10 days	Licensing Authority (Addl. DM of the District / Addl. Deputy Commissioner of Police (H.Q.) in case of Police Commissionerate	District Magistrate of the Concerned District / Deputy Commissioner of Police in Commissionerate cities.	Commissioner of the Concerned Division/ Commissioner of Police
144	Agriculture/ Mandi Board	Supply of Soil Sample Results	7 days	Agriculture Officer Incharge	Sub Divisional Magistrate of the Concerned Sub Division	Additional Deputy Commissioner (General) /Deputy Commissioner of the Concerned District
145	Agriculture/ Mandi Board	Issue of NOC/Duplicate Allotment/Re-Allotment	21 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board

146	Agriculture/ Mandi Board	Issue of Conveyance Deed	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board
147	Agriculture/ Mandi Board	Issue of No Due Certificate	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board
148	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
149	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
150	Agriculture/ Mandi Board	Issue of N.O.C for Mortgage	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board
151	Agriculture/ Mandi Board	Issue of J-form to farmers	3 days	Secretary Market Committee	Sub Divisional Magistrate of the Concerned Sub-Division	Additional Deputy Commissioner (General) /Deputy Commissioner of the Concerned District
152	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 Divisional Magistrate of the Concerned Sub-Division	Additional Deputy Commissioner (General) /Deputy Commissioner of the

						Concerned District
153	Agriculture/ Mandi Board	Issue of I.Card to farmers for participation of Apni Mandi	15 days	In Chandigarh Secretary Apni Mandi In Punjab Secretary Market Committees	In Chandigarh General Manager (Project) In Punjab Sub-Divisional Magistrate of the Concerned Sub-Division	In Chandigarh Secretary Punjab Mandi Board In Punjab Additional Deputy Commissioner (General) /Deputy Commissioner of the Concerned District.
154	Agriculture	Issuance and renewal of license for sale of seeds/fertilizers/ insecticides	24 Days	Chief Agriculture Office	Joint Director, Agriculture (HYVP, Inputs and PP)	Director, Agriculture Punjab
155	Agriculture	Addition of Godown in seeds/fertilizers/ insecticides licenses	24 Days	Chief Agriculture Officer	Joint Director, Agriculture (HYVP, Inputs and PP)	Director, Agriculture Punjab
156	Agriculture	Issuance of Duplicate agricultural license of seeds/fertilizers/insecticides	24 Days	Chief Agriculture Officer	Joint Director, Agriculture (HYVP, Inputs and PP)	Director, Agriculture Punjab
157	Agriculture	Addition/amendment of item in license for Seeds/fertilizers/insecticides	15 Days	Chief Agriculture Officer	Joint Director, Agriculture (HYVP,	Director, Agriculture Punjab

					Inputs and PP)	
158	Animal Husbandry, Fisheries & Dairy Dev. (Gadvasu University)	Supply of Medicine/ Vaccines at designated Hospital as decided by Govt.	Same day, subject to availability of Medicines/ Vaccines and Funds	Veterinary Doctor In-charge	Sub Divisional Magistrate of the Concerned Sub-Division	Additional Deputy Commissioner (General) /Deputy Commissioner of the Concerned District
159	Animal Husbandry, Fisheries & Dairy Dev. (Gadvasu University)	To provide artificial insemination subject to availability of semen	Same Day	Veterinary Doctor	Senior Veterinary Doctor In charge (SVO)	Deputy Commissioner
160	Animal Husbandry, Fisheries & Dairy Dev. (Gadvasu University)	Issue of veterinary health certificate to livestock owner	3 Days	Veterinary Doctor	Senior Veterinary Doctor (SVO)	Deputy Commissioner
161.a	School Education	School Leaving Certificate : Affiliated Schools & Boards Adarsh Schools	7 days	Headmaster/ Headmistress/ Principal	District Education Officer Concerned	Secretary to PSEB
161.b	School Education	Government Schools/Aided Schools	7 days	Headmaster/ Headmistress/ Principal	District Education Officer Concerned	DPI(S)



162.a	School Education	Issuance of Duplicate Certificate	20 days	Superintendent (duplicate Certificate Branch) PSEB	Deputy Director/ Deputy Secretary Computer	Secretary of the Education Board
162.b	School Education	Duplicate Certificate with change in particulars e.g. correction in DOB, Mother's name, Father's name etc	45 days	Superintendent (duplicate Certificate Branch) PSEB	Deputy Director/ Deputy Secretary Computer	Secretary of the Education Board
163.a	School Education	Issuance of Original Migration Certificate/Detailed Marks Cards.	15 days	Superintendent (Examination Branch) PSEB	Deputy Director/ Deputy Secretary (Examination)	Secretary of the Education Board
163.b	School Education	Verification of Certificates	21 days	Superintendent (Verification Branch) PSEB	Deputy Director/ Deputy Secretary (Computer)	Secretary of the Education Board
164	School Education	Publication of Text Books	4 Months	Chairman, Punjab School Education Board	Principal Secretary School Education	Chief Secretary
165	Higher Education / Animal Husbandry, Fisheries & Dairy Dev. (Gadvasu University)	Issuance of Duplicate Certificate	30 days	Registrar	Vice Chancellor	Principal Secretary, Higher Education/ Financial Commissioner, Development in case of Gadvasu university

166	Higher Education / Animal Husbandry, Fisheries & Dairy Dev. (Gadvasu University)	Issuance of Original Migration Certificate/Detailed Marks Cards/ Verifications of Documents	15 days	Registrar	Vice Chancellor	Principal Secretary, Higher Education/ Financial Commissioner, Development in case of Gadvasu university
167	Higher Education / Animal Husbandry, Fisheries & Dairy Dev. (Gadvasu University)	Degrees of Successful Candidates	By 31st October every year	Registrar	Vice Chancellor	Principal Secretary, Higher Education/ Financial Commissioner, Development in case of Gadvasu university
168	Industries/Punjab Small Industries & Export Corporation Limited	Sanction of Water Supply and Sewerage Connection	10 days	Executive Engineer	Sub Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
169	Industries/Punjab Small Industries & Export Corporation Limited	Mortgage 1st Charge	15 days	Chief General Manager (Estate)	Sub Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District

170	Industries/Punjab Small Industries & Export Corporation Limited	Registration of Lease/Conveyance Deed	15 days	Estate Officer	Sub Divisional Magistrate / Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
171	Industries/Punjab Small Industries & Export Corporation Limited	Conversion from lease to Free hold	30 days	Managing Director	Director Industries	Principal Secretary Industries & Commerce
172	Power/Electricity	Normal fuse off call/complaint	Cities and towns/urban areas-within 4 hours. Rural Area:- Within 8 hours.	Concerned Lineman	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
173	Power/Electricity	Overhead line breakdowns	Cities and towns/urban areas-within 8 hours Rural Area:- Within 12 hours.	JE / Incharge of area	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
174	Power/Electricity	Breakdowns due to breakage of poles	Cities and towns/urban	JE / Incharge of area	Consumer Disputes Settlement	Consumer Grievances

			areas- within 12 hours Rural Area:- Within 24 hours.		nt Committ ee	Redressa l Forum
175	Power/ Electrici ty	Underground cable breakdowns	Cities, towns/ urban and rural area- Within 48 hours.	JE / Incharge of area	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum
176	Power/ Electrici ty	Distribution Transformer failure	Cities and towns/ urban areas- within 24 hours Rural Area:- Within 48 hours.	JE / Incharge of area	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum
177	Power/ Electrici ty	Power Transformer failure(with primary voltage upto 66000 volts)	within 15 days	Sr. Xen /Grid Const.	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum
178	Power/ Electrici ty	Street Light Faults	i)Rectif ication of line faults within 4 hours ii) Replac ement	JE / Incharge of area	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum

			of defective units within 24 hours			
179.a	Power/ Electricity	Period of Schedule Outage: Maximum duration in a single stretch	Not to exceed 6 hours in a day during from Apr to Oct & 10 hrs in a day during the months from Nov. to March	JE / Incharge of area	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
179.b	Power/ Electricity	Restoration of Supply	By not later than 6.00 P.m.	JE / Incharge of area	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
180	Power/ Electricity	Voltage fluctuations : No expansion/ enhancement of network involved	Within 2 days	JE / Incharge of area	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
181.a	Power/ Electricity	Meter Complaints: Inspection and replacement of slow, fast/ creeping, stuck up meters	Inspection within 7 days and replacement	JE / Incharge of area	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum

			within 10 days of receipt of complaint			
181.b	Power/ Electricity	Replacement of burnt meters	Within 5 days	JE / Incharge of area	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
182.a	Power/ Electricity	Release of new connection/additional load/demand feasible from existing network: Release of supply	Within 24 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
182.b	Power/ Electricity	Network expansion/enhancement requirement to release supply: Release of supply-Low Tension	Within 35 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
182.c	Power/ Electricity	Release of supply-High Tension 11000 volts	Within 50 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
182.d	Power/ Electricity	Release of supply-High Tension 33000 volts	Within 80 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
182.e	Power/ Electricity	Release of supply-Extra High Tension	Within 105 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum

					ee	
182.f	Power/ Electricity	Erection of Sub station required for release of supply	within the time period approved by the Commission	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
182.g	Power/ Electricity	Issue of No Objection Certificate for release of connections in the colonies being developed by Developers/Builders/Societies / owners/ Associations of Residents	45 days	Nodal Officer/ Commercial	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
183.a	Power/ Electricity	Transfer of title and conversion of services: Transfer of title and/or change of category	within 7 days in case of LT consumer and 14 days in case HT/EHT consumers	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
183.b	Power/ Electricity	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
183.c	Power/ Electricity	Conversion from LT to HT or vice versa	Within 60 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum

183.d	Power/ Electricity	Conversion from HT to EHT or vice versa	Within 120 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
183.e	Power/ Electricity	Approval of supply/Use of power from roof top Solar Photo voltaic projects installed by consumers as per Net Metering Policy notified by PSERC	30 days	Nodal Officer/ Commercial	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
184.a	Power/ Electricity	Shifting of Meter/Service Connection & Other services: Shifting of Meter within premises	Within 3 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
184.b	Power/ Electricity	Shifting of service Connection LT Connection HT Connection	10 days 20 Days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
184.c	Power/ Electricity	Shifting of LT/HT lines upto 11KV	Within 20 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
184.d	Power/ Electricity	Shifting of HT line exceeding 11 KV	Within 30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
184.e	Power/ Electricity	Shifting of distribution Transformer	Within 30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum



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184.f	Power/ Electricity	Implementation of Permanent Disconnection Order (PDCO) on the request of the Consumer.	7 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
185.a	Power/ Electricity	Complaints about Consumer's Bills & Restoration of Supply: 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.	ARA / RA	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
185.b	Power/ Electricity	Reconnection of supply following disconnection due to non-payment of bills	Within 24 hours	JE/ Incharge of area	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
185.c	Power/ Electricity	Refund/adjustment of arrears on account of energy bills	15 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
185.d	Power/ Electricity	Refund/Closing of consumer's accounts against deposit works after completion of work/release of connection	60 days	AE/AEE incharge of area/function	Consumer Disputes Settlement	Consumer Grievances

		etc.		ion	nt Committ ee	Redressa l Forum
185.e	Power/ Electrici ty	Testing of challenged meter in ME Lab on the request of consumer				
		I. LT meters	15 days	AE/AEE incharge of area/funct ion	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum
		II. HT / EHT meters	30 days	AE/AEE incharge of area/funct ion	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum
185.f	Power/ Electrici ty	Replacement of damaged/burnt CT/PT Units				
		I. 11 KV	15 days	AE/AEE incharge of area/funct ion	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum
		II. 66 KV & above	30 days	AE/AEE incharge of area/funct ion	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum
185.g	Power/ Electrici ty	Testing of private meter in ME Lab after deposit of testing fee by the consumer				
		I. LT meters	15 days	AE/AEE incharge of area/funct ion	Consume r Disputes Settleme nt Committ ee	Consume r Grievanc es Redressa l Forum

		II. HT / EHT meters	30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
185.h	Power/ Electricity	To issue No Objection / Consent within 12 working days for allowing Open Access to consumers by SLDC.	12 days	Sr. Xen/ Open Access	Consumer Disputes Settlement Committee	Consumer Grievances Redressal Forum
186	Town & Country Planning	NOC in case of Petrol Pump/ Rice Sheller/Brick Kiln	15 days	District Town Planner/Deputy District Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
187	Town & Country Planning	CLU (Where Master Plan is notified and Local Planning areas are not notified. Residential, Industrial, Institutional Purpose : upto 25 acres and Commercial (excluding multiplex and shopping mall upto 2 acres)	23 days	Concerned Senior Town Planner	Chief Town Planner, Punjab	Director, Town and Country Planning Punjab (DTCP)
188.a	Town & Country Planning	Building Plans upto 500 Sq. mtrs	15 days	District Town Planner/Deputy Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
188.b	Town & Country Planning	500 - 5000 Sq. mtrs	15 days	Senior Town Planner	Chief Town Planner, Punjab	Director Town and Country Planning, Pb.
188.c	Town & Country Planning	Upto 5000 – 10000 Sq. mtrs	45 days	Chief Town Planner	Director Town and Country Planning, Punjab	Principal Secretary , Housing & Urban Dev. Department

188.d	Town & Country Planning	Sanction of building plans above 10000 square meters	60 days	Chief Town Planner	Director Town and Country Planning, Punjab	Principal Secretary, Housing & Urban Dev. Department
189.a	Town & Country Planning	Completion/Partial Completion Certificate: up to 500 Sq mtrs.	15 days	District Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
189.b	Town & Country Planning	500 - 5000 Sq. mtrs	15 days	Senior Town Planner	Chief Town Planner, Pb.	Director, Town & Country Planning, Pb.
189.c	Town & Country Planning	More than 5000 Sq. mtrs.	23 days	Chief Town Planner, Pb.	Director Town & Country Planning Pb.	Principal Secretary, Housing & Urban Dev. Department
189.d	Town & Country Planning	Issue of Completion/Partial Completion certificate above 10000 square meters	30 days	Chief Town Planner	Director Town and Country Planning, Punjab	Principal Secretary, Housing & Urban Dev. Department
190	Town & Country Planning	Land use classification	5 days	Concerned District Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
191	All Departments (General)	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	Same as earlier notified for a particular service.	Same as earlier notified for a particular service	Same as earlier notified for a particular service.

			that service whichever is earlier.			
192	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
193	Rural Development and Panchayat	Issuance of Job Card under MGNREGA	15 Days	Panchayat Secretary	Block Development and Panchayat Officer - cum - Programme Officer	Deputy Commissioner - Cum - District Programme Coordinator
194	Rural Development and Panchayat	Rural Area Certificate	15 days	Tehsildar	Sub Divisional Magistrate	Deputy Commissioner of the concerned District
195	Industry Department	(a) Registration of Societies under the Society Registration Act, XXI of 1860 at District level	10 days	GM	ADC	Deputy Commissioner of the Concerned District
196	Industry Department	(a) Registration of Societies under the Society Registration Act- XXI of 1860 at Headquarter Level	15 days	Registrar	Joint Director Industry	Director Industries
197	Industry Department	Registration of New Firms	Head Quarter: 15 days	Registrar	Director Industries	Principal Secretary Industries
198	Technical Education	Issue of duplicate certificates / verification of certificates by ITIs	Within 7 days after the	Controller Examination (ITI), PSBTE&IT	Secretary of Board	Director, Technical Education

			receipt of application			
199	Technical Education	Result declaration of (Re-evaluation)	Within 21 days from date of receipt of Re-evaluation form. (Time period is not applicable in discrepancy cases)	Controller of Exam of the Concerned university	Registrar of the Concerned university	VC of the Concerned university
200	Technical Education	Issue of Provisional Degree and Migration certificate and Attestation of DMCs/Degree.	Within 3 days from the receipt of application.	Controller of Exam. of the Concerned university	Registrar of the Concerned university	VC of the Concerned university
201	Technical Education	Issue of official transcript	Within 15 days from date of receipt of Application.	Controller of Exam. of the Concerned university	Registrar of the Concerned university	VC of the Concerned university
202	Technical Education	Verification of qualification certificates and issue of Detail Marks Card.	Within 10 days from date of receipt of Application.	Controller of Exam. of the Concerned university	Registrar of the Concerned university	VC of the Concerned university

203	Technical Education	Issuance of different types of certificates to students of ITIs/Polytechnics	Within 3 days from the date of receipt of application	Principal	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
204	Technical Education	Award of Provisional Diploma Certificate and Character Certificate to eligible candidates.	Within 3 days from the date of receipt of application	Principal	Additional Director	Director, Technical Education
205	Technical Education	Verification of Diploma/Degree Certificates	Within 3 days after the confirmation from Board/PTU	DTE	Additional Secretary	Secretary, Technical Education
206	Dairy Development	Disposal of Application for the registration/ renewal as Dealer under Cattle feed, concentrates and mineral mixture Order 1988	Within 30 days from the receipt of application if found in order.	Dy. Director Dairy	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
207	Excise and Taxation	Grant of Registration Certificate	30 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab

208	Excise and Taxation	Amendment in Registration Certificate	30 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
209	Excise and Taxation	Issue of Duplicate Registration Certificate	30 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
210	Excise and Taxation	Cancellation of Registration Certificate	30 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
211	Excise and Taxation	Permission for Business by a casual dealer	5 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
212	Excise and Taxation	Request for extension of period of casual business	2 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
213	Excise and Taxation	Allotment of Tax Deduction Number in case of Works Contract	30 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab



214	Excise and Taxation	Supply of Assessment Orders/Penalty Orders/Refund Orders	15 days	Excise & Taxation Officer/ Asstt. Excise & Taxation Commissioner as the case may be	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
215	Excise and Taxation	Obtaining additional certified copy of order	30 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
216	Excise and Taxation	Obtaining copy of statement recorded in any enquiry held under PVAT Rules	30 days	ETO-cum Designated Officer	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
217	Excise and Taxation	Issuance of Advance Tax Exemption Certificate	60 days	DETC of the Division concerned or Officer authorized by Excise and Taxation Commissioner, Punjab	Additional Excise & Taxation Commissioner (VAT), Punjab	Excise & Taxation Commissioner, Punjab
218	Excise and Taxation	Renewal of Advance Tax Exemption Certificate	30 days	DETC of the Division concerned or Officer authorized by Excise and Taxation Commissioner	Additional Excise & Taxation Commissioner (VAT), Punjab	Excise & Taxation Commissioner, Punjab

				ner, Punjab		
219	Excise and Taxation	Registration under Luxury Tax	30 days	ETO (Excise)	Deputy Excise & Taxation Commissioner of Division concerned	Additional Excise & Taxation Commissioner (VAT), Punjab
220	Excise and Taxation	Hard Bar License	60 days	Deputy Excise & Taxation Commissioner of the concerned Division – cum-Collector Excise	Joint Excise & Taxation Commissioner (X`), Punjab	Addl. Excise & Taxation Commissioner (X), Punjab
221	Excise and Taxation	Beer Bar License	60 days	Deputy Excise & Taxation Commissioner of the concerned Division – cum-Collector Excise	Joint Excise & Taxation Commissioner (Excise ), Punjab	Addl. Excise & Taxation Commissioner (Excise), Punjab
222	Excise and Taxation	Drought Beer Bar License	60 days	Deputy Excise & Taxation Commissioner of the concerned Division – cum-Collector Excise	Joint Excise & Taxation Commissioner (Excise ), Punjab	Addl. Excise & Taxation Commissioner (Excise), Punjab
223	Excise and Taxation	Annual License to Marriage Palaces	30 days	Deputy Excise & Taxation Commissioner of the	Joint Excise & Taxation Commissioner	Addl. Excise & Taxation Commissioner

				concerned Division – cum-Collector Excise	(Excise ), Punjab	(Excise), Punjab
224	Excise and Taxation	Bar License to Clubs	60 days	Deputy Excise & Taxation Commissioner of the concerned Division – cum-Collector Excise	Joint Excise & Taxation Commissioner (Excise ), Punjab	Adl. Excise & Taxation Commissioner (Excise), Punjab
225	Excise and Taxation	Permission to serve liquor in a marriage or banquet hall to a function holder	2 days	Excise & Taxation Officer (Excise) of concerned district	Joint Excise & Taxation Commissioner (Excise ), Punjab	Deputy Excise & Taxation Commissioner
226	Excise and Taxation	Permit for industrial Alcohol to Chemical industries etc.	60 days	Deputy Excise & Taxation Commissioner	Joint Excise & Taxation Commissioner (Excise ), Punjab	Adl. Excise & Taxation Commissioner (Excise), Punjab
227	Labour	Registration under the Contract Labour (Regulation & Abolition) Act, 1970 after receipt of duly completed application along with prescribed fee.	30 days	Additional Labour Commissioner/Deputy Labour Commissioner/ Assistant Labour Commissioner/ Labour cum-conciliation Officer	Labour Commissioner	Principal Secretary Labour

228	Labour	Licence under the Contract Labour (Regulation & Abolition) Act, 1970 after receipt of duly completed application along with prescribed fee.	30 days	Additional Labour Commissioner/Deputy Labour Commissioner/ Assistant Labour Commissioner/ Labour cum-conciliation Officer	Labour Commissioner	Principal Secretary Labour
229	Labour	Renewal of License under the Contract Labour (Regulation & Abolition) Act, 1970 after receipt of duly completed application along with prescribed fee.	30 days	Additional Labour Commissioner/Deputy Labour Commissioner/ Assistant Labour Commissioner/Labour-cum-Conciliation Officer	Labour Commissioner	Principal Secretary Labour
230	Labour	Registration under Punjab Shops and Commercial Establishments Act, 1958	30 days	Labour Inspector	Deputy Labour Commissioner	Additional Labour Commissioner
231	Labour	Registration under the Trade Unions Act after receipt of duly completed application with documents along with prescribed fee	90 days	Labour Commissioner	Special Secretary Labour	Principal Secretary Labour
232	Labour (Factory wing)	Acceptance of plans of new factory building after receipt of complete documents	30 days	Director of Factories, Punjab	Special Secretary Labour	Principal Secretary Labour
233	Labour (Factory wing)	Registration of Factory to run factory after receipt of complete documents along with prescribed fee	15 days	Deputy/Assistant Director of Factories	Joint Director of Factories	Additional Director of

						Factories
234	Labour (Factory wing)	Grant of Factory Licence to run factory after receipt of complete documents along with prescribed fee	15 days	Deputy/Assistant Director of Factories	Joint Director of Factories	Additional Director of Factories
235	Labour (Factory wing)	Renewal of Factory licence, after receipt of complete documents along with prescribed fee	60 days	Deputy/Assistant Director of Factories	Joint Director of Factories	Additional Director of Factories
236.a	Forests & Wildlife Preservation	Processing of proposals for diversion of forest land under Forest Conservation Act, 1980.	30 days – (For Office of Divisional Forest Officer)	Divisional Forest Officer	Conservator of Forest	Nodal Officer
			7 days- (For Office of Conservator of Forests)	Conservator of Forest	Nodal Officer	Principal Chief Conservator of Forest
			7 days – (For office of Nodal Officer /PCCF)	Nodal Officer	Principal Chief Conservator of Forest	Secretary Forests
			7 days – (For Secretary, Forest)	Deputy/Joint/Addl./Special Secretary Forests	Secretary Forests	Financial Commissioner, Forests

236.b	PWD, Irrigation, Drainage and other land owning Departments	Issue NOC for the FCA proposal to Forest Department for '236 a' above.	15 days	Executive Engineer	Superintendent Engineer	Chief Engineer
237	Forests & Wildlife Preservation	NOC to be sent to the Competent Authority cum Site Appraisal Committee for site clearance of Industries.	15 days	Divisional Forest Officer	Conservator of Forest	Chief Conservator of Forest
238	Forests & Wildlife Preservation	NOC to be sent to the District Magistrate for issuing Gun license.	15 days	Divisional Forest Officer (WL)	Conservator of Forest (WL)	Chief Wild Life Warden
239	Forests & Wildlife Preservation	Supply of Plants from Forest Nurseries.	3 days	Range Forest Officer	Divisional Forest Officer	Conservator of Forest
240.a	Forests & Wildlife Preservation	Issue of permit for felling of trees in the areas notified under Punjab Land Preservation Act, 1900 as per the Punjab Govt. Policy and Felling Programme.				
		I. Upto 40 hectare.	60 days	Divisional Forest Officer	Conservator of Forest	Chief Conservator of Forest
		II. Upto 100 hectare.	75 days-	Divisional Forest Officer	Conservator of Forest	Chief Conservator of Forest
		III. More than 100 hectare.	90 days	Divisional Forest Officer	Conservator of Forest	Chief Conservator of Forest
240.b	Revenue	Revenue officials will demarcate the land jointly with Forest Department and Land Owners for 'A' above.	30 days	Field Kanungo/ Patwari	Naib Tehsildar / Tehsildar	SDM (C)

241	Industries & Commerce (Directorate of Industries)	Allotment of plots	45 days from close of advertisement inviting applications and another 15 days for issuance of allotment letter by Department of Industries & Commerce.	Chief Coordinator, Udyog Sahyak	Director of Industries Punjab	Principal Secretary Industries & Commerce Punjab
242	Industries & Commerce (Directorate of Industries)	Certification/Inspection of Boilers	30 days from the date of receipt of application from the concerned Industrial Unit.	Director Boiler	Industrial Adviser, Department of Industries Punjab	Director of Industries Punjab

243	Industries & Commerce (Directorate of Industries)	Mortgage/ First Charge on Industrial Plots.	15 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
244	Industries & Commerce (Directorate of Industries)	Issuance of No Due Certificate	15 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
245	Industries & Commerce (Directorate of Industries)	Transfer of Industrial Plots where conveyance deed has already been executed in Industrial Area, Industrial Estates and Industrial Development Colony in the State of Punjab (through original allottee)	i) Undisputed- 7 days ii) Disputed- 45 Days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
246	Industries & Commerce (Directorate of Industries)	Transfer of Industrial Plots where conveyance deed has already been executed in Industrial Area, Industrial Estates and Industrial Development Colony in the State of Punjab (through GPA)	i) Undisputed- 7 days ii) Disputed- 45 Days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
247	Industries & Commerce (Directorate of Industries)	Transfer of Industrial Plots where conveyance deed has already been executed in Industrial Area, Industrial Estates and Industrial Development Colony in the State of Punjab (within family/blood relation)	i) Undisputed- 7 days ii) Disputed- 45 Days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
248	Industries & Commerce (Directorate of Industries)	Grant of Conveyance deed to the allottees of Industrial Plot in the State for the first time on successful start of industrial activity and payment of Govt. dues.	30 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District



249	Industries & Commerce (Directorate of Industries)	Permission for renting of portion of Industrial Plot in Focal Points.	15 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
250	Industries & Commerce (Directorate of Industries)	Permission for Change of End Product in Focal Points	7 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
251	Industries & Commerce (Directorate of Industries)	Grant of License under Lubricating and Grease Control Order, 1987.	15 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
252	Industries & Commerce (Directorate of Industries)	Entrepreneurship Memorandum Part-1 Under MSME Act, 2006	1 day	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
253	Industries & Commerce (Directorate of Industries)	Entrepreneurship Memorandum Part-2 Under MSME Act, 2006	1 day	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
254	Industries & Commerce (Directorate of Industries)	Issue of No Due Certificate to the outstanding loanees who have availed Loans from the Department under Punjab State Aid to Industries Act, 1935, Seed Margin Money and Handloom cases.	15 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District

255	Industries & Commerce (Directorate of Industries)	Issuance of I-Card to Handloom Weavers and Artisans	10 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
256	Industries & Commerce (Directorate of Industries)	NOC/Permission for sale of Industrial Plot in Industrial Area, Industrial Estate and Industrial Development Colony.	10 days	General Manager, District Industries Center concerned	Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District
257	Industries & Commerce (Punjab Infotech)	Allotment of plots	45 days from close of advertisement inviting applications and another 15 days for issuance of allotment letter by Punjab Infotech.	Chief Coordinator, Udyog Sahyak	Director of Industries Punjab	Principal Secretary Industries & Commerce Punjab
258	Industries & Commerce (Punjab Infotech)	Issuance of No Due Certificate	15 days	General Manager concerned	MD, Punjab Infotech	Principal Secretary Industries & Commerce

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259	Industries & Commerce (Punjab Infotech)	Transfer of industrial plot through original allottee	30 days	General Manager concerned	MD, Punjab Infotech	Principal Secretary Industries & Commerce
260	Industries & Commerce (Punjab Infotech)	Transfer of industrial plot through GPA	30 days.	General Manager concerned	MD, Punjab Infotech	Principal Secretary Industries & Commerce
261	Industries & Commerce (Punjab Infotech)	Transfer of plot within family/blood relation	30 days	General Manager concerned	MD, Punjab Infotech	Principal Secretary Industries & Commerce
262	Industries & Commerce (Punjab Infotech)	NOC/ Permission to sale of industrial plot	21 days	General Manager concerned	MD, Punjab Infotech	Principal Secretary Industries & Commerce
263	Industries & Commerce (Punjab Infotech)	Providing of calculations for OTS amount after receipt of a request in this regard.	2 days from the date of receipt of application from the concerned Loanee /Industrial	GM concerned, Punjab Infotech	MD, Punjab Infotech	Principal Secretary Industries & Commerce Punjab

			Unit.			
264	Industries & Commerce (Punjab Infotech)	Issuance of acceptance letter for OTS after receipt of application with requisite down payment.	7 days	GM concerned, Punjab Infotech	MD, Punjab Infotech	Principal Secretary Industries & Commerce Punjab
265	Industries & Commerce (Punjab Infotech)	Reply to the Bond-holders in respect of non receipt of payment against bonds or any other query of the bond-holders.	7 days	GM concerned, Punjab Infotech	MD, Punjab Infotech	Principal Secretary Industries & Commerce Punjab
266	Industries & Commerce (PSIEC)	Extension in time period for possession	15 days	Chief General Manager (Estate)	Managing Director	Principal Secretary Industries & Commerce
267	Industries & Commerce (PSIEC)	Issuance of No Due Certificate	15 days	Estate Officer	Chief General Manager (Estate)	Managing Director, PSIEC
268	Industries & Commerce (PSIEC)	Transfer of industrial plot through original allottee	30 days	Managing Director	Director Industries	Principal Secretary Industries & Commerce
269	Industries & Commerce (PSIEC)	Transfer of industrial plot through GPA	30 days.	Managing Director	Director Industries	Principal Secretary Industries & Commerce
270	Industries & Commerce (PSIEC)	Transfer of plot within family/blood relation	30 days	Managing Director	Director Industries	Principal Secretary Industries & Commerce

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271	Industries & Commerce (PSIEC)	NOC/ Permission to sale of industrial plot	21 days	Managing Director	Director Industries	Principal Secretary Industries & Commerce
272	Industries & Commerce (PSIEC)	Sanction of Building plan	30 days	General Manager (Planning)	Managing Director	Principal Secretary Industries & Commerce
273	Industries & Commerce (PSIEC)	Issuance of duplicate title documents	15 days	Estate Officer	Chief General Manager (Estate)	Managing Director, PSIEC
274	Science, Technology & Environment (Punjab Pollution Control Board)	Grant of Consent to establish (NOC) to Small Scale Green Category Industry	15 days	Environmental Engineer	Senior Environmental Engineer	Chief Environmental Engineer (HQ)
275	Science, Technology & Environment (Punjab Pollution Control Board)	Grant of Consent to establish (NOC) to Medium Scale Green Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer (HQ)	Member Secretary
276	Science, Technology & Environment	Grant of Consent to establish (NOC) to Large Scale Green Category Industry	15 days	Chief Environmental Engineer (HQ)	Member Secretary	Chairman

	(Punjab Pollution Control Board)					
277	Science , Technology & Environment (Punjab Pollution Control Board)	Grant of Consent to establish (NOC) to Small Scale Orange Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer(HQ)	Member Secretary
278	Science , Technology & Environment (Punjab Pollution Control Board)	Grant of Consent to establish (NOC) to Medium Scale Orange Category Industry	21 days	Chief Environmental Engineer(HQ)	Member Secretary	Chairman
279	Science , Technology & Environment (Punjab Pollution Control Board)	Grant of Consent to establish (NOC) to Large Scale Orange Category Industry	21 days	Chief Environmental Engineer(HQ)	Member Secretary	Chairman
280	Science , Technology & Environment (Punjab Pollution Control Board)	Grant of Consent to establish (NOC) to Small Scale Red Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer(HQ)	Member Secretary

	Board)					
281	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to establish (NOC) to Medium Scale Red Category Industry	21 days	Chief Environme ntal Engineer	Member Secretary	Chairma n
282.a	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to establish (NOC) to Large Scale Red Category Industry Having total cost of project upto Rs.15.00 Crore	21 days	Member Secretary	Chairman	Special Secretary Science ,Technol ogy & Environ ment
282.b	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to establish (NOC) to Large Scale Red Category Industry Having total cost of project more than Rs.15.00 Crore	21 days	Chairman	Special Secretary Science ,Technolo gy & Environm ent	Principal Secretary Science ,Technol ogy & Environ ment
283	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Small Scale Green Category Industry	15 days	Environme ntal Engineer	Senior Environm ental Engineer	Chief Environ mental Engineer (HQ)

	Board)					
284	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Medium Scale Green Category Industry	15 days	Senior Environme ntal Engineer	Chief Environm ental Engineer (HQ)	Member Secretary
285	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Large Scale Green Category Industry	15 days	Chief Environme ntal Engineer	Member Secretary	Chairma n
286	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Small Scale Orange Category Industry	15 days	Senior Environme ntal Engineer	Chief Environm ental Engineer( HQ)	Member Secretary
287	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Medium Scale Orange Category Industry	30 days	Chief Environme ntal Engineer	Member Secretary	Chairma n



	Board)					
288	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Large Scale Orange Category Industry	30 days	Chief Environme ntal Engineer	Member Secretary	Chairma n
289	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Small Scale Red Category Industry	30 days	Senior Environme ntal Engineer	Chief Environm ental Engineer( HQ)	Member Secretary
290	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Medium Scale Red Category Industry	30 days	Chief Environme ntal Engineer	Member Secretary	Chairma n
291.a	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Large Scale Red Category Industry Having total cost of project upto Rs.15.00 Crore	30 days	Member Secretary	Chairman	Special Secretary Science ,Technol ogy & Environ ment

	Board)					
291.b	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Consent to operate to Large Scale Red Category Industry Having total cost of project more than Rs.15.00 Crore	30 days	Chairman	Special Secretary Science , Technolo gy & Environm ent	Principal Secretary Science , Technol ogy & Environ ment
292	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Authorization under Hazardous Wastes (Management, Handling & Transboundary Movement) Rules, 2008	30 days	Senior Environme ntal Engineer	Chief Environm ental Engineer (HQ)	Member Secretary
293.a	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Authorization under Bio Medical Wastes (Management & Handling) Amendment Rules, 2003 Upto 50 beds HCES and lab and Blood Banks, Pathological etc.	30 days	Environme ntal Engineer	Senior Environm ental Engineer/ Additiona l Secretary Science , Technolo gy & Environm ent	Chief Environ mental Engineer (HQ) Special Secretary Science , Technolo gy & Environ ment
293.b	Science , Technol ogy & Environ ment (Punjab Pollutio	Grant of Authorization under Bio Medical Wastes (Management & Handling) Amendment Rules, 2003 More than 50 beds but Upto 200 beds.	30 days	Senior Environme ntal Engineer/ Additional Secretary Science , Technolog	Chief Environm ental Engineer( HQ) Special Secretary Science ,	Chairma n

	n Control Board)			y & Environme nt	Technolo gy & Environm ent	
293.c	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Authorization under Bio Medical Wastes (Management & Handling) Amendment Rules, 2003 More than 200 beds but Upto 500 beds.	30 days	Chief Environme ntal Engineer(H Q) Special Secretary Science , Technolog y & Environme nt	Chairman	Special Secretary Science , Technolo gy & Environ ment
293.d	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Authorization under Bio Medical Wastes (Management & Handling) Amendment Rules, 2003 More than 500 beds .	30 days	Member Secretary	Chairman	Special Secretary Science , Technolo gy & Environ ment
294	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Registration for Manufacture of Carry Bags & Multi Layered Plastics under Plastic Wastes (Management & Handling) Rules, 2011	30 days	Environme ntal Engineer	Senior Environm ental Engineer( HQ)	Chief Environ mental Engineer (HQ)
295	Science , Technol ogy & Environ ment (Punjab Pollutio	Grant of Registration for Recycling of Carry Bags & Multi Layered Plastics or any plastic waste under Plastic Wastes (Management & Handling) Rules, 2011	30 days	Environme ntal Engineer	Senior Environm ental Engineer( HQ)	Chief Environ mental Engineer (HQ)

	n Control Board)					
296	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Grant of Authorization under e-waste (Management & Handling) Rules, 2011	30 days	Chairman	Special Secretary Science , Technolo gy & Environm ent	Principal Secretary Science , Technol ogy & Environ ment
297	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Declaration of analysis results for the effluent / emissions samples collected	15 days	Senior Scientific Officer	Member Secretary	Chairma n
298	Science , Technol ogy & Environ ment (Punjab Pollutio n Control Board)	Providing effluent / emission analysis report after deposit of analysis fees	03 days	Environme ntal Engineer	Senior Environm ental Engineer( HQ)	Chief Environ mental Engineer (HQ)
299	Medical Educati on and Researc h/Punja b Medical Council	Provisional Registration ( in case of Graduate from Punjab State)	15 days ( 2 days in emerg ent cases)	Registrar	Chairman	Director, Medical Educatio n and Research

300	Medical Education and Research/Punjab Medical Council	Provisional Registration (in case of Graduates from other States ) on receipt of NOC from the Medical Council of Concerned State	45 days	Registrar	Chairman	Director, Medical Education and Research .
301	Medical Education and Research/Punjab Medical Council	Permanent Registration (who are already registered provisionally by Punjab Medical Council)	15 days	Registrar	Chairman	Director, Medical Education and Research .
302	Medical Education and Research/Punjab Medical Council	Permanent Registration (who have already been registered provisionally/permanently by other States Medical Council) – on receipt of NOC from the Medical Council of Concerned State	45 days	Registrar	Chairman	Director, Medical Education and Research .
303	Medical Education and Research/Punjab Medical Council	Provisional /Permanent Registration ( in case of Graduate from other Countries) – on receipt of verification of Degree from the concerned Embassy	90 days	Registrar	Chairman	Director, Medical Education and Research .
304	Medical Education and Research/Punjab Medical Council	Issuance of Good Standing Certificate	15 days	Registrar	Chairman	Director, Medical Education and Research .
305	Medical Education and Research/Punjab Medical Council	Renewal of Registration	15 days	Registrar	Chairman	Director, Medical Education and Research .

306	Medical Education and Research/Punjab Medical Council	Issuance of NOC for Registration in other States.	15 days	Registrar	Chairman	Director, Medical Education and Research
307	Medical Education and Research/Punjab Medical Council	Additional of Qualification Registration Certificate	15 days	Registrar	Chairman	Director, Medical Education and Research
308	Medical Education and Research/Punjab Medical Council	Issuance of Duplicate Registration Certificate and Other Certificates etc.	15 days	Registrar	Chairman	Director, Medical Education and Research
309	Medical Education and Research/Punjab Nurses Registration Council	Issuance of Detailed Marks Certificate (ANM, GNM)	60 days (After the Declaration of Result)	Registrar	Chairman	Director, Medical Education and Research
310	Medical Education and Research/Punjab Nurses Registration Council	Issuance of Registration Certificate (ANM, GNM, B.Sc Nursing, Post Basic B.Sc Nursing and M.Sc Nursing)	60 days	Registrar	Chairman	Director, Medical Education and Research

311	Medical Education and Research/Punjab Nurses Registration Council	Issuance of Diploma Certificate (ANM and GNM)	60 days	Registrar	Chairman	Director, Medical Education and Research
312	Medical Education and Research/Punjab Nurses Registration Council	Issuance of NOC for Transfer of Registration to other States	30 days	Registrar	Chairman	Director, Medical Education and Research
313	Medical Education and Research/Punjab Nurses Registration Council	Issuance of NOC on demand for Transfer of Registration from other States	30 days	Registrar	Chairman	Director, Medical Education and Research
314	Medical Education and Research/Punjab Nurses Registration Council	Forwarding Certificates for verification in India/ DC Office/Hospitals Concerned.	30 days	Registrar	Chairman	Director, Medical Education and Research
315	Medical Education and Research/Punjab Nurses Registration Council	Forwarding Certificate for Verification to other Countries	30 days	Registrar	Chairman	Director, Medical Education and Research

	tion Council					
316	Medical Education and Research/ Council of Homeopathic Systems of Medicines Punjab	Provisional Registration	15 days	Registrar	Chairman	Director Medical Education and Research
317	Medical Education and Research/ Council of Homeopathic Systems of Medicines Punjab	Registration for Candidates of Punjab State	15 days	Registrar	Chairman	Director Medical Education and Research
		Registration for Candidates from other States.	15 days (After the receipt of verification from the concerned State)			
318	Medical Education and Research/ Council of Homeopathic	Renewal of Registration	30 days	Registrar	Chairman	Director Medical Education and Research



	Systems of Medicines Punjab					
319	Medical Education and Research/ Council of Homeopathic Systems of Medicines Punjab	Verification of NOC , Qualification and Registration	15 days (In case of already renewed cases)  15 days (After renewal in case of not already renewed cases)	Registrar	Chairman	Director Medical Education and Research
320	Medical Education and Research /Punjab State Pharmacy Council	Fresh Registration	60 days ( After receipt of verification of result and after the approval of Sub Committee).	Registrar	Vice Chairman	Chairman

321	Medical Education and Research /Punjab State Pharmacy Council	Registration by Transfer (Migration)	60 days ( After receipt of verification of result and after the approval of Sub Committee).	Registrar	Vice Chairman	Chairman
322	Medical Education and Research /Punjab State Pharmacy Council	Duplicate Registration Certificate	30 days	Registrar	Vice Chairman	Chairman
323	Medical Education and Research /Punjab State Pharmacy Council	Renewal / Restoration	60 days	Registrar	Vice Chairman	Chairman
324	Medical Education and Research /Punjab State Pharmacy Council	Issuance of Good Standing Certificate	30 days	Registrar	Vice Chairman	Chairman

325	Medical Education and Research /Punjab State Pharmacy Council	Addition of Qualification	60 days (After verification of qualification / results from the concerned Authority)	Registrar	Vice Chairman	Chairman
326	Medical Education and Research /Punjab State Pharmacy Council	Issue of NOC to Candidates qualified from Punjab for "Registration in other States."	60 days	Registrar	Vice Chairman	Chairman
327	Medical Education and Research /Punjab State Dental Council	New Registration-Punjab State (BDS, MDS, Dental Mechanic and Dental Hygienist)	7 days	Registrar	Chairman	Director, Medical Education and Research
328	Medical Education and Research /Punjab State Dental Council	New Registration-Other States (BDS, MDS, Dental Mechanic and Dental Hygienist)	15 days (After verification of DMC/ Degree from the concerned Colleg	Registrar	Chairman	Director, Medical Education and Research

			es and Universities)			
329	Medical Education and Research /Punjab State Dental Council	New Registration: Applied from Other Countries	15 days (After verification of DMC/ Degree from the concerned Colleges and Universities)	Registrar	Chairman	Director, Medical Education and Research
330	Medical Education and Research /Punjab State Dental Council	Restoration of Registration	15 days	Registrar	Chairman	Director, Medical Education and Research
331	Medical Education and Research /Punjab State Dental Council	Renewal of Registration	3 days	Registrar	Chairman	Director, Medical Education and Research
332	Medical Education and Research /Punjab State Dental Council	Issue of NOC to Candidates qualified from Punjab for "Registration in other States."	7 days	Registrar	Chairman	Director, Medical Education and Research

333	Medical Education and Research /Punjab State Dental Council	Issuance of Good Standing Certificate	7 days	Registrar	Chairman	Director, Medical Education and Research
334	Medical Education and Research /Punjab State Dental Council	Issuance of Duplicate Certificate and Other Certificates	7 days	Registrar	Chairman	Director, Medical Education and Research
335	Medical Education and Research /Punjab State Dental Council	Issuance of Smart Card	Same day	Registrar	Chairman	Director, Medical Education and Research
336	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Provisional Registration	15 days	Registrar	Vice Chairman	Chairman

337	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Permanent Registration	30 days	Registrar	Vice Chairman	Chairman
338	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Updation of Registration	30 days	Registrar	Vice Chairman	Chairman
339	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Issue of NOC to Candidates qualified from Punjab for "Registration in other States."	30 days	Registrar	Vice Chairman	Chairman

340	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Good Professional Certificate for further studies Abroad.	30 days	Registrar	Vice Chairman	Chairman
341	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Registration of Candidates qualified from other State's Board	30 days (After the verification of result from the colleges/ universities and approval of Sub-Committee )	Registrar	Vice Chairman	Chairman
342	Medical Education and Research /Board of Ayurvedic and Unani Systems of Medicines Punjab	Addition of Qualification	30 days (After the verification of result from the colleges/ univer	Registrar	Vice Chairman	Chairman

	es Punjab		sities and approv al of Sub- Comm tee )			
343	Medical Educati on and Researc h /Board of Ayurved ic and Unani Systems of Medicin es Punjab	Registration of UpVaid	30 says	Registrar	Vice Chairman	Chairma n
344	Medical Educati on and Researc h /Board of Ayurved ic and Unani Systems of Medicin es Punjab	Renewal of Registration (UpVaid)	30 days	Registrar	Vice Chairman	Chairma n
345	Medical Educati on and Researc h/ Punjab State Faculty of Ayurved	Issuance of DMC (D. Pharmacy and Ayurveda (UpVaid)	60 days (After the declar ation of Result)	Member Secretary	Chairman	Secretary ,Medical Educati on and Research



	ic and Unani Systems of Medicines					
346	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Issuance of Diploma Certificate	60 days (After the completion of Internship)	Member Secretary	Chairman	Secretary, Medical Education and Research
347	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Issuance of Duplicate DMC	45 days	Member Secretary	Chairman	Secretary, Medical Education and Research

348	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Issuance of Duplicate Diploma Certificate	45 days	Member Secretary	Chairman	Secretary , Medical Education and Research
349	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Result Verification	20 days	Member Secretary	Chairman	Secretary , Medical Education and Research
350	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Issuance of Transcript Certificate	60 days	Member Secretary	Chairman	Secretary , Medical Education and Research

351	Medical Education and Research / Punjab State Faculty of Ayurvedic and Unani Systems of Medicines	Enrollment of Candidates after Admission	Upto 31st August (Every year)	Member Secretary	Chairman	Secretary , Medical Education and Research
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**NOTE:**

1. In case of services sought through 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 for delivery of services would 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.
5. Time limit fixed for the services pertaining to Arms license notified by the Government will not be applicable to "Prohibited Bore Arms Licenses".
6. In case the Applicant shifted his residence from another state to Punjab then the time for Renewal of Arms license will start from the date of receipt of verification from that state.
7. In case of services pertaining to the Department of Power/ Electricity, the first Appellate Authority/ Second Appellate Authority Shall mean the consumer disputes settlement Committee / Consumer Grievances Redressal Forum as notified by the Punjab State Electricity Regulatory Commission.
8. Ombudsman Electricity or RTS Commission will be the final authority for all the revision petitions connected with the services pertaining to Department of Power(Sr. No 172-185)

**17.7.2 Punjab Right To Service Act, 2011**

Regd. No. NW/CH-22

Regd. No. CHD/0092/2009-2011

Price : Rs 2.70



# Punjab Government Gazette

## EXTRAORDINARY

*Published by Authority*

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PART I

GOVERNMENT OF PUNJAB

DEPARTMENT OF LEGAL AND LEGISLATIVE AFFAIRS, PUNJAB

NOTIFICATION

The 20th October, 2011

**No.37-Leg./2011.**- The following Act of the Legislature of the State of Punjab received the assent of the Governor of Punjab on the 19th October, 2011, is hereby published for general information:—

THE PUNJAB RIGHT TO SERVICE ACT, 2011  
(Punjab Act No. 24 of 2011)

AN  
ACT

*to provide for the delivery of services to the people of the State of Punjab within the given time limits and for matters connected therewith and incidental thereto.*

BE it enacted by the Legislature of the State of Punjab in the Sixty-second Year of the Republic of India as follows:—

1. (1) This Act may be called the Punjab Right to Service Act, 2011. Short title and commencement.
- (2) It shall come into force on and with effect from the date of its publication in the Official Gazette.
2. In the this Act, unless the context otherwise requires,— Definitions.
  - (a) 'Commission' means a Commission constituted under section 12;
  - (b) 'Designated Officer' means an officer as notified under section 3 ;
  - (c) 'eligible person' means a person who is eligible for obtaining services notified under section 3 ;
  - (d) 'First Appellate Authority' means an officer who is notified as such under section 3 ;
  - (e) 'given time limit' means maximum time to provide the service by the Designated Officer as notified under section 3 ;
  - (f) 'prescribed' means prescribed by rules made under this Act ;
  - (g) 'right to service' means a right to obtain the service within the given time limit ;

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- (h) 'service' means any service notified under section 3 ;
- (i) 'Second Appellate Authority' means an officer who is notified as such under section 3 ;
- (j) 'section' means a section of this Act ; and
- (k) 'State Government' means the Government of the State of Punjab.
- Notification of services. Designated Officers, First Appellate Authority, Second Appellate Authority and the given time limit
3. (1) This State Government may, by notification from time to time, notify the services, to which this Act shall apply.
- (2) The State Government may, by notification, specify the Designated Officer, First Appellate Authority, Second Appellate Authority and the given time limit for the purposes of this Act.
- Providing of service
4. The Designated Officer shall provide the service to the eligible person within the given time limit.
- Procedure for obtaining service.
5. (1) An eligible person shall make an application to the Designated Officer for obtaining any service under the provisions of this Act.
- (2) The Designated Officer shall, on receipt of an application under sub-section (1), provide service or reject the application within the given time limit and in case of rejection of application, shall record the reasons in writing and intimate the same to the applicant.
- (3) Every Designated Officer shall maintain detailed records of services applied for in a format as may be prescribed.
- First appeal.
6. (1) Any eligible person, whose application for obtaining service is rejected under sub-section (2) of Section 5 or who is not provided the service within the given time limit, may file an appeal to the First Appellate Authority within thirty days from the date of rejection or the expiry of the given time limit, as the case may be.
- (2) On receipt of an appeal under sub-section (1), the First Appellate Authority shall consider the matter and if, in its opinion the grievance of the eligible person appears to be genuine, it may direct the Designated Officer to

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provide the service within such period as may be specified by it and in case of default, to appear before it in person and explain reasons thereof.

(3) After affording an opportunity of hearing to the Designated Officer and the eligible person, the First Appellate Authority may pass an order either accepting the appeal or rejecting the same by an order made in writing and in the case of rejection, the reasons for rejection shall be specified by it in such order and shall communicate the same to the eligible person.

(4) An appeal made under sub-section (1) shall be finally disposed of by the First Appellate Authority, as far as possible, within a period of thirty days of its receipt.

7. (1) Any eligible person, whose appeal for obtaining service is rejected or who is not provided the service within the time specified by the First Appellate Authority under section 6, may file an appeal to the Second Appellate Authority within thirty days from the date of such rejection or the expiry of the time specified by the First Appellate Authority. Second appeal

(2) On receipt of an appeal under sub-section (1), the Second Appellate Authority may pass an order either accepting the appeal and directing the Designated Officer to provide service to the eligible person within such period as may be specified or reject the same in writing detailing the reasons for such rejection:

Provided that before rejecting the appeal, an opportunity of hearing to the eligible person shall be granted by the Second Appellate Authority:

Provided further that an order made by the Second Appellate Authority under this section shall be communicated to the eligible person:

Provided further that the appeal made under sub-section (1) shall be decided by the Second Appellate Authority, as far as possible, within a period of sixty days from the date of receipt of appeal.

8. The First Appellate Authority and the Second Appellate Authority shall, while deciding an appeal under the provisions of this Act, have the same Power to  
summon and  
inspection.

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powers as are vested in civil court while trying a suit under the Code of Civil Procedure, 1908 (5 of 1908) in respect of the following matters, namely:—

- (a) requiring the production and inspection of documents;
- (b) issuing summons for hearing to the Designated Officer and the appellant; and
- (c) any other matter which may be prescribed.

Penalty.

9. (1) (a) Where the Second Appellate Authority is of the opinion that the Designated Officer and/or any other official involved in the process of providing such service has/have failed to provide service without sufficient and reasonable cause, it may impose a lump sum penalty on the Designated Officer and/or any other official involved in the process of providing such service, which shall not be less than rupees five hundred and not more than rupees five thousand;

(b) Where the Second Appellate Authority is of the opinion that the Designated Officer and/or any other official involved in the process of providing such service has/have caused undue delay in providing the service, it may impose a penalty at the rate of rupees two hundred and fifty per day for such delay on the Designated Officer and/or any official involved in the process of providing such service, which shall not be more than rupees five thousand:

Provided that the Designated Officer and/or any other official involved in the process of providing such service shall be given a reasonable opportunity of being heard before any penalty is imposed on him/them under sub-clauses (a) and (b).

(2) The Second Appellate Authority may, by an order, give such amount as compensation to the appellant out of the amount of the penalty imposed under sub-section (1), as may be specified by it, which shall not exceed the total amount of the penalty so imposed.

(3) The Second Appellate Authority may, if it is satisfied that the Designated Officer and/or any other official involved in the process of providing



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such service has/have failed to discharge the duties assigned under this Act without sufficient and reasonable cause, recommend disciplinary action against the defaulters under the service rules applicable to them in addition to the penalty imposed under sub-section (1).

10. Any person may, who is aggrieved by any order of the Second Revision Appellate Authority, make an application for revision of the said order to the Commission or an officer nominated in this respect under the proviso to sub-section (1) of section 12 within a period of sixty days from the date of such order, which shall be disposed of in the manner as may be prescribed:

Provided that the Commission or the officer nominated, as the case may be, may entertain the application after the expiry of the said period of sixty days, if it or he is satisfied that the application could not be submitted in time for a reasonable cause.

11. The services and the given time limit shall be displayed locally and on website by the Secretary of the Department concerned for information of the public. Display of services and the given time limit.

12. (1) If in the opinion of the State Government, it is necessary or expedient so to do, it may, by notification, constitute for the purposes of this Act, a Commission to be called the Punjab Right to Service Commission : Constitution of the Commission

Provided that till such time the Commission is not constituted by the State Government, it may, by notification nominate an officer of the State Government, not below the rank of a Financial Commissioner to perform the functions and exercise the powers of the Commission under this Act.

(2) The Commission shall be a body corporate, known by the aforesaid name having perpetual succession and a common seal with power, subject to the provisions of this Act, to acquire, hold and dispose of property, both movable and immovable and to contract and shall, by the said name, sue or be sued.

(3) The Head Office of the Commission will be at Chandigarh or at such place, as the State Government may notify from time to time.

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Composition of  
the Commission

13. (1) The Commission shall consist of a Chief Commissioner and four Commissioners and their appointment shall be made by the State Government in consultation with the Leader of Opposition in the Punjab Vidhan Sabha.

(2) The Chief Commissioner shall be a retired officer in the rank and status of the Chief Secretary of the State of Punjab or Secretary to the Government of India.

(3) The Commissioners shall be retired officers of the Government of Punjab in the rank and status of a Secretary or its equivalent rank and status in any of the services of the State, including officers of All India Services from the Punjab cadre and/or expert in the field of Public Administration or e-Governance with atleast twenty years of experience in teaching or administration or from amongst other eminent public persons.

Powers of the  
Chief  
Commissioner.

14. (1) The Chief Commissioner shall have powers of general superintendence and direction in the conduct of the affairs of the Commission. The Chief Commissioner shall preside over the meetings of the Commission as well as exercise and discharge the powers and functions of the Commission vested in him in accordance with the regulations framed under sub-section (4) of section 17.

(2) In case of absence of the Chief Commissioner or a vacancy in the office of the Chief Commissioner, the State Government may nominate one of the Commissioners to perform the functions and exercise the powers vested in the Chief Commissioner as long as the vacancy or absence continues.

(3) A Commissioner nominated to discharge the functions and powers of the Chief Commissioner under sub-section (2) shall not be entitled to any compensation, allowance or facility in addition to what he would be entitled to as a Commissioner.

Term of office  
and conditions  
of service of  
Chief  
Commissioner  
and  
Commissioners.

15. (1) The Chief Commissioner and the Commissioners shall hold office for a term of five years from the date on which they enter upon the respective offices, or until they attain the age of sixty five years, whichever is earlier and they will not be entitled for re-appointment.

(2) If a person already holding an office appointed as the Chief Commissioner or Commissioner, he shall have to resign or seek retirement from that office before joining the Commission.

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(3) The Chief Commissioner or a Commissioner shall, before he enters upon his office, make and subscribe to, before the Governor or some other person appointed by him in that behalf, an oath or affirmation according to the form set out for the purpose in the Schedule.

(4) The Chief Commissioner or a Commissioner may, at any time, by writing under his hand addressed to the Governor, resign from his office. He would also be liable for removal from the office in the manner provided under section 16.

(5) The salaries and allowances payable to and other terms and conditions of service of the Chief Commissioner and the Commissioners shall be the same as those of the State Chief Information Commissioner and the State Information Commissioners respectively as laid down in sub-section (5) of section 16 of the Right to Information Act, 2005. All provision of the aforesaid sub-section shall apply *mutatis mutandis* to the Chief Commissioner and the Commissioners appointed under this Act.

(6) The State Government shall provide the Commission with such officers and employees as may be necessary for the efficient performance of the Commission under this Act. The salaries, allowances and conditions of service of the officers and other employees so appointed shall be such as may be prescribed.

16. (1) The State Government may remove the Chief Commissioner or any Commissioner from office after complying with the provisions of sub-section (2), if he has;—

Removal and suspension of the Chief Commissioner or a Commissioner from office in certain circumstances.

(i) been adjudged insolvent ; or

(ii) been convicted of an offence which, in the opinion of the State Government, involves moral turpitude ; or

(iii) become physically or mentally incapable ; or

(iv) acquired such financial or other interest as is likely to affect prejudicially his functions in any of the said capacities; or

(v) so abused his position as to render his continuance in office prejudicial to public interest.

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(2) Notwithstanding anything contained in sub-section (1), the Chief Commissioner or any Commissioner, shall not be removed from his office, unless,

- (i) a reference is made by the State Government to the Chief Justice of the High Court of Punjab and Haryana seeking an enquiry and recommendation on the proposed removal of the Chief Commissioner or the Commissioner alongwith the grounds for the removal and material supporting such proposal ;
- (ii) the reference is duly enquired into by an inquiry committee headed by a sitting or retired High Court Judge or any other person appointed by the Chief Justice of the High Court of Punjab and Haryana ; and
- (iii) the inquiry committee makes recommendation that the Chief Commissioner or the Commissioner ought to be removed on such ground or grounds.

(3) The State Government may suspend the Chief Commissioner or the Commissioner in respect of whom a reference has been made to the Chief Justice under sub-section (2).

Powers and  
functions of the  
Punjab Right to  
Service  
Commission.

17. (1) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose the Commission may,—

- (a) entertain and dispose of revisions under section 10 ;
- (b) take *suo moto* notice of failure to deliver service in accordance with this Act and refer such cases for decision to the First Appellate Authority or the Second Appellate Authority or pass such order itself as may be appropriate ;
- (c) carry out inspections of offices entrusted with the delivery of services and the offices of the First Appellate Authority and the Second Appellate Authority ;
- (d) recommend Departmental action against any officer or employee of the State Government who has failed in due discharge of functions cast upon him under this Act ;
- (e) recommend changes in procedures for delivery of services which will make the delivery more transparent and easier :

Provided that before making such a recommendation, the Commission shall consult the Administrative Secretary incharge of the Department which is to deliver the service;

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(ASVN 28, 1933 SAKA)

- (f) recommend additional notifications to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of this Act;
- (g) issue general instructions, not inconsistent with the provisions of this Act for the guidance of Designated officers, the First Appellate Authorities and the Second Appellate Authorities; and.
- (h) "While deciding the revision petitions or otherwise impose a penalty up to rupees ten thousand per case on the Designated Officer or any other officers or officials involved in the process of providing service under the Act, if the Commission is of the opinion that the person concerned has failed without sufficient cause in due discharge of the duty cast on him: Inserted vide Notification No. 10-Leg./2014. Dated 6th May, 2014.

Provided that person concerned shall be given a reasonable opportunity of being heard before any penalty is imposed upon him:

Provided further that the Commission, by any order, give such amount as compensation to the appellant out of the amount of penalty imposed, as may be specified by it, which shall not exceed the total amount of penalty so imposed."

(2) Where the Commission is satisfied that there are reasonable grounds to inquire into a matter arising out of the provisions of this Act, it may, *suo moto* initiate an inquiry in respect thereof.

(3) The Commission shall, while inquiring into any matter under this section, have the same powers as are vested in a Civil Court while trying a suit under the Code of Civil Procedure, 1908, in respect of the following matters, namely:-

- (a) summoning and enforcing the attendance of persons, compelling them to give oral or written evidence on oath and producing documents or things;
- (b) requiring the discovery and inspection of documents;
- (c) receiving evidence on affidavits;
- (d) requisitioning any public records or copies thereof from any court or office;
- (e) issuing summons for examination of witnesses or documents; and
- (f) any other matter which may be prescribed.

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- (4) The Commission may frame its regulations for the conduct of its business and any such matter, as the Commission may deem fit.
- Action by the Government on recommendations of the Commission.
- 18. (1)** The State Government shall consider the recommendations made by the Commissioner under clauses (d), (e) and (f) of sub-section (1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission. In case the Government decides not to implement any of the recommendations of the Commission, it will communicate the reasons for not acting on the recommendations to the Commission.
- (2) The Commission shall prepare an annual report of the recommendations made by it under section 17 along with the action taken and reasons for not taking action, if any. The State Government shall cause a copy of this report to be laid on the table of the Punjab Legislative Assembly.
- Protection of action taken in good faith.
- 19. (1)** No suit, prosecution or other legal proceeding shall lie against any person for anything which is done in good faith or intended to be done in pursuance of this Act or any rule or any regulation made thereunder.
- (2) No act done or proceedings taken under this Act by the Commission shall be invalid merely on the ground of existence of any vacancy or by reason of defect or irregularity in its constitution or absence of any Commissioner in its meeting.
- Bar of jurisdiction of courts.
- 20.** No civil court shall have jurisdiction to entertain any suit or proceedings in respect of any matter the cognizance of which can be taken and disposed of by any authority empowered by this Act or the rules or regulations made thereunder.
- Power to make rules
- 21. (1)** The State Government may, by notification, in the Official Gazette, make rules to carry out the purposes of this Act.
- (2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:—
- (a) the format to maintain the records of services under sub-section (3) of section 5;
  - (b) the procedure for disposing of an application made under section 10;
  - (c) salaries, allowances and conditions of service of the officers and other employees of the Commission under sub-section (6) section 15; and
  - (d) any other matter which is required to be, or may be prescribed.

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(3) Every rule made by the State Government under this Act, shall be laid, as soon as may be after it is made, before the House of the State Legislature, while it is in session, for a total period of ten days, which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, the House agrees in making any modification in the rule, or the House agrees that the rule should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be, however, any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule.

22. If any difficulty arises in giving effect to the provisions of this Act, the State Government may, by order, not inconsistent with the provisions of this Act, remove the same : Powers to remove difficulties.

Provided that no such order shall be made after the expiry of a period of two years from the commencement of this Act.

23. (1) The Punjab Right to Service Ordinance, 2011 (Punjab Ordinance No. 7 of 2011), is hereby repealed. Repeal and saving.

(2) Notwithstanding such repeal, anything done or any action taken under the Ordinance, referred to in sub-section (1), shall be deemed to have been done or taken under this Act.

#### THE SCHEDULE

[See Section 15(3)]

#### FORM OF OATH OR AFFIRMATION TO BE MADE BY THE CHIEF COMMISSIONER/COMMISSIONER

"I, \_\_\_\_\_ having been appointed Chief Commissioner/Commissioner swear in the name of God that I will bear true solemnly affirm

faith and allegiance to the Constitution of India as by law established, that I will uphold the sovereignty and integrity of India, that I will duly and faithfully and to the best of my ability, knowledge and judgment perform the duties of my office without fear or favour, affection or ill-will and that I will uphold the Constitution of India and the laws made thereunder."

**GOBINDER SINGH,**

Secretary to Government of Punjab,  
Department of Legal and Legislative Affairs.

*Pb. Govt. Press, S.A.S. Nagar/8412/08-2014(4)*

**17.7.2 Punjab Right To Service Rules**

**GOVERNMENT OF PUNJAB**  
**DEPARTMENT OF PERSONNEL**  
**(PUNJAB GOVERNANCE REFORMS CELL)**

**Notification****The 4th May, 2012**

**No. G.S.R.21/P.A.24/2011/S.21/2012-** In exercise of powers conferred by section 21 of the Punjab Right to Service Act, 2011 ( Punjab Act No.24 of 2011), and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, namely:-

**RULES**

1. **Short title and commencement** – (1) These rules may be called the Punjab Right to Service Rules, 2012.

(2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. **Definitions** – In these rules, unless the context otherwise requires,-

- i. "Act" means the Punjab Right to Service Act, 2011 ; and  
 ii. "Form" means the Form appended to these rules.

*Section 5*

3. **Receipt and acknowledgement of application** - (1) An eligible person shall make an application for delivery of service to the designated officer either personally or through e-mail or through registered post or through Suvidha Centres, Fard Kendras and Sanjh Dendras duly addressed to the aforesaid officer.

(2) If such application is found complete in all respects, the Designated Officer shall acknowledge the receipt thereof in the acknowledgement slip in the prescribed forms provided by the respective departments for each service:

Provided that if any document required for the delivery of service has not been enclosed with the application by the applicant, the same shall be clearly mentioned in the acknowledgement by the Designated Officer, to enable the applicant to make his application complete in all respects :

Provided further that the time limit specified for delivery of service in such cases shall commence from the date when the applicant supplies the documents mentioned in the acknowledgement:

Provided further that in case of service sought from Suwidha Centres, Fard Kendras and Sanjh Kendras, an additional period of two days would be added to the specified time limit:

Provided further that the Designated Officer shall not raise piecemeal objections on such applications.



Section 5(3) 4. **Record of service.**— (1) The record of service applied for, shall be maintained by the Designated Officer in Form RTS-I given in Government of Punjab, Department of Personnel, Notification No.1/22/2011-1 PGRC/806, dated the 5th August, 2011.

(2) The Administrative Department concerned shall prepare an Application Form for every service along with a check list of the documents required to be enclosed therewith.

(3) All information relating to the notified services, Application Form and documents required for obtaining it, shall be displayed on the notice Board, -

i. by the Designated Officer and the Appellate Authorities, outside their offices or any other conspicuous place in the office area ; and

ii. by the in-charge of Suwidha Centre, Fard Kender and Sanjh Kender outside these centres.

(4) All information relating to the notified services, Application Form and documents, required for obtaining it, shall be put on the website by the Administrative Department concerned and by the Commission.

(5) In the event of non-display of such information in the public domain, the Second Appellate Authority or the Commission shall be competent to initiate appropriate action against the Designated Officer.

Section 21(d) 5. **The recovery of penalty.**— (1) In the case of imposition of penalty, the Second Appellate Authority shall forward a copy of such order to the A.D. concerned authorities with instructions to deduct the amount from the salary or remuneration of the Designated Officers and/or any other officials involved in the process of providing such service against which penalty has been awarded.

(2) In the event of recommendations for disciplinary action against the Designated Officer and/ of any other official, the Second Appellate Authority shall send a copy of such order to the Administrative Department concerned and to the Commission.

(3) The penalty imposed under the Act, shall be recovered in proportion to the fixed by the Second Appellate Authority from the salary or remuneration of the Designated Officers and/or any other officer/officials involved in the process of providing such service.

(4) The concerned authority to which a copy of such order of Second Appellate Authority has been marked, shall recover the penalty from the next salary/remuneration of the Designated Officer and/or any other officer/official involved in the process of providing such services, as decided by the Second Appellate Authority. The penalty so recovered, shall be deposited in the Bank account of the Commission and a copy of receipt of deposit shall be forwarded to the Second Appellate Authority.

(5) In the event of award of compensation to the applicant/appellant by the Second Appellate Authority, the concerned authority shall make payment to the applicant/appellant out of penalty recovered by it and deposit the balance amount in the bank account of the Commission as stipulated in the said sub-rule (4). A copy of receipt of compensation by the applicant shall be forwarded to the Second Appellate Authority.

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- Section 10*      6.    **Procedure for disposal of application-** (1) An application for revision addressed to the Commission or an officer nominated in this respect under the proviso to sub-section (1) of section 12 of the Act, shall be made in Form 'A'.
- (2) The applicant shall enclose a Self Attested copy of the order of the Second Appellate Authority against which the revision has been filed.
- (3) After receiving the application under sub-rule (1), the Commission shall send notice of the same to the party concerned either,-
- a) dasti i.e. through the party filing the revision ; or
  - b) by registered post with acknowledgement ; or
  - c) through e-mail.
- (4) While deciding any application in order to ascertain the facts, the Commission may authorize an officer to enquire into the matter. The officer, to whom such an inquiry has been entrusted, shall submit report to the Commission within a period of fifteen days.
- (5) The Commission shall decide the application in view of the relevant record available before it.
- Section 15*      7.    **Salary, allowances and conditions of service of the officers and other employees.-** The employees appointed on deputation from any department of the State Government, Board, Corporation or other statutory body of the State Government, shall be paid such salaries and allowances as admissible to them under the rules applicable to their Service and they shall be governed under the said rules and relevant instructions issued by the State Government from time to time. The Commission may also employ retired employees of the State Government, Board, Corporation or other statutory body of the State Government for a period of three years or till the age of sixty two years, whichever is earlier, as per relevant instructions issued by the State Government from time to time on contractual service or for outsourcing of the officials.
- Section 21*      8.    **Suo-moto notice by the Commission.-** The Commission may take suo-moto notice in such cases where the applications/appeals are not decided by the designated officer/appellate authority within the stipulated period and there is unreasonable delay in disposal of such applications/appeals. On finding any lapse, the Commission may pass appropriate orders in this regard as it may deem fit.

**FORM – 'A'**  
[See rule 6(1)]

**APPLICATION FOR REVISION**

1. Name of the person :
2. Father/husband's name :
3. Residential address :
4. Contact Number with e-mail (if any) :
5. Details of the service sought :
6. Name of the department from which service sought :
7. Date of making application to the Designated Officer :
8. Date of disposal of application :
9. Acknowledgment, No. and date :
10. Date of filing of First Appeal :
11. Acknowledgement, No. and date :
12. Date of decision of First Appeal :
13. Acknowledgement, No. and date :
14. Date of decision of Second Appeal :
15. Date of decision of Second Appeal :
16. Relief claimed by the applicant in Revision against the order passed in Second Appeal :

Date \_\_\_\_\_

Place \_\_\_\_\_

(Signatures of the Applicant)

Note:- Certified copy of the order against which the revision has been filed by the applicant shall be enclosed hereunder.

ANIRUDH TEWARI,  
Secretary to Government of Punjab,  
Department of Personnel.

**17.7.3 Punjab Right To Service Regulations:**


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**The Punjab Right to Service Commission  
(Management) Regulations, 2012**

In exercise of the powers conferred by section 17(4) of the Punjab Right to Service Act, 2011 (Act 24 of 2011) and all other enabling provisions in this behalf, Punjab Right to Service Commission hereby makes the following Regulations for management of the affairs of the Punjab Right to Service Commission so as to enable it to function effectively :-

**CHAPTER – 1 :**

**1. Short Title and Commencement**

- (i) These Regulations may be called ' The Punjab Right to Service Commission (Management) Regulations, 2011.
- (ii) They shall come into force with effect from 17.04.2012
  - a. Applications/Revisions which have already been filed before the date of commencement of these Regulations and have been found in order and are already registered before this date will be proceeded with as before and shall not abate for any infirmity therein but these Regulations will be applicable for any prospective action even in regard to such pending Applications/Revisions.

**2. DEFINITIONS: In these Regulations unless the context otherwise requires:-**

- a) "Act" means the Punjab Right to Service Act, 2011
- b) "Chief Commissioner" means the State Chief Commissioner appointed under the Act.
- c) "Commissioner" means Commissioner appointed under the Act.
- d) "Secretary" means the Administrative Secretary of the Commission appointed by the State Govt.
- e) "Decision" includes an order, direction or determination of an issue.
- f) "Single Bench" means a Bench constituted by the Chief Commissioner comprising one Commissioner to hear Revisions.
- g) "Division Bench" means a Bench constituted by the Chief Commissioner comprising two Commissioners sitting together to hear Revisions.
- h) "Full Bench" means a Bench constituted by the Chief Commissioner comprising more than two Commissioners sitting together to hear Revisions.
- i) "Record" mean the aggregate of papers relating to Revisions
- j) "Registry" means a Branch of the Commission dealing with Revisions.
- k) "Regulation" means Regulation framed herein.
- l) "Representative" means a person duly authorized by or on behalf of any of the parties to the proceedings.
- m) "Respondent" includes an intervener or a third party or a party impleaded by the Commission.
- n) "Rules" mean the Rules framed by the State Government under Section 21(1) of the Act.
- o) "Public Information Officer" means the Officer nominated by the Commission to work as Public Information Officer under the Right to Information Act, 2005.

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- p) "Assistant Public Information Officer" means the Officer nominated by the Commission to work as Assistant Public Information Officer under the Right to Information Act, 2005.
  - q) "Appellate Authority" means the official nominated by the Commission to hear appeals against the orders of Public Information Officer of the Commission.
  - r) Words and expressions used herein but not defined shall have the same meaning as defined in the Act.

**CHAPTER – II :**

**3 Meetings of the Commission :-**

- I. The Commission shall meet to consider and decide the matters related to the transactions of business of the Commission ordinarily once in 2 months at such date, time and place as may be fixed by the Chief Commissioner from time to time.
- II. The meetings of the Commission shall be ordinarily held at the headquarter of the Commission and will be presided over by the Chief Commissioner.
- III. All matters at a meeting of the Commission shall be decided by a majority of the votes of the Commissioners present.
- IV. Two Commissioners shall form quorum at a meeting of the commission. If there is no quorum at any meeting, the meeting shall be adjourned and in the adjourned meeting, the business of the first meeting shall be conducted irrespective of whether there is quorum or not.
- V. Notice for meeting – At least 7 days notice in writing to call a meeting of the Commission shall be given to and copy of the agenda for such meeting shall be sent to the Commissioners, either with the notice or thereafter as soon as possible.  
Provided that an emergency meeting of the Commission may be called at a shorter notice.
- VI. Matters to be decided by the Commission – The following matters will be decided by the Commission in its meetings held under the foregoing provisions:-
  - a) Recommendations to the Government under clauses (e) and (f) of section 17(1) of the Act;
  - b) Approval of the Annual Report under section 18(2) of the Act;
  - c) Approval of the Budget and Annual Accounts of the Commission.
  - d) Amendments to these regulations;
  - e) Any other matter with the approval of the Chief Commissioner;

All other matters will be disposed of by the Chief Commissioner, by the Commissioners or Officers of the Commission in accordance with orders issued from time to time by the Chief Commissioner for distribution of work among the Commissioners and for delegation in favour of the Officers of the Commission.

- VII. Record of Minutes - The minutes of the meeting of the Commission shall be recorded in writing and signed by the Presiding Officer and shall be kept in the Proceeding Book. Copy of such proceedings shall also be circulated for information of the Commissioners as soon as possible after the meeting.

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**CHAPTER – III**

**4 Officers of the Commission and their functions :**

- I. **Appointment of Registrar:** - The Chief Commissioner may designate one or more of its officers in the Commission to function as Registrar(s) of the Commission.

**5 Powers and functions of the Registrar:-**

- I. The Registrar shall be the Officer representing the Commission to consider Revisions.
- II. Registrar shall discharge his functions under the administrative control and superintendence of the Chief Commissioner.
- III. All records of the Commission pertaining to Revisions and legal issues shall be in the custody of the Registrar or the person assigned this duty by him.
- IV. The office of the Registrar may receive all revisions, applications, complaints, counter statements, replies and other documents.
- V. The Registrar shall decide all questions arising out of the scrutiny of the Revisions filed in the Registry before these are registered.
- VI. The Registrar shall sign the notice for date of hearing fixed by respective Bench for communication to both the parties.
- VII. The Registrar shall communicate the decisions, orders or directions of the Commission to the concerned person/persons, and all such communications signed or authenticated by the Registrar or under his authority shall be deemed to be the communication from the Commission.
- VIII. The Registrar shall exercise all such powers and discharge all such functions as are assigned to him by these Regulations or such duties as may be assigned by the Chief Commissioner from time to time.

**CHAPTER – IV**

**6. Working Hours:-**

Subject to any order by the Chief Commissioner, the office of the Commission will be open on all working days notified by the Government of Punjab, from 9.00 AM to 5.00 PM with a lunch break of half an hour from 1:30 PM to 2.00 PM.

**CHAPTER – V**

**7. Registration, Abatement or Return of Revision:-**

- I. **Revision or Complaint etc. to be in writing:** Every Revision, statement, rejoinder, reply or any other document filed before the Commission shall be typed or printed or hand written neatly and legibly and the language used therein shall be formal and civilized and should not be in any way indecent or abusive. The Revision shall be presented in at least three sets in a paper-book form.
- Provided that the commission may take notice of a revision or a complaint made to it in any other form including those sent through e-mail.
- II. **Contents of Revision:** The contents of the Revision shall be the same as specified in the Performa given in the Rules as Annexed to these Regulations.
- III. **Filing of Counter Statement by the Designated Officer or the First Appellate Authority or the 2nd Appellate Authority:-** After receipt of a copy of the revision, the Designated Officer shall file counter statement with documents, if any, pertaining to the case. A copy of the counter statement (s) so filed

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shall be served to the Appellant or Complainant by the Designated Officer as the case may be under intimation to the Commission.

8. Posting of Revision before the Service Commissioner -
- I. Revision shall be heard by a Single Bench consisting of one Designated Commissioner or Chief Commissioner in accordance with general or special orders issued from time to time by the Chief Commissioner.
  - II. The Chief Commissioner may constitute a Division Bench or a full Bench if in his opinion the matter to be considered is important enough to justify consideration by such Bench.
  - III. Revision may be heard by a Bench either in person or through video conference facility. The proceedings of a Bench conducted through the video conference shall be valid.
9. **Personal presence of the Appellant:**
- I. The Appellant shall be informed of the date of hearing at least seven (7) clear days before that date.
  - II. The Appellant may at his discretion be present in person or through his duly authorized representative at the time of hearing of the Revision by the Commission
10. **Procedure for making recommendations to the State Govt. for Departmental Action against any officer or employee under section 17 (1) (d) of the Punjab Right to Service Act:**
- Before making any recommendations to the State Government under Section 17 (1) (d) of the Act for departmental action against any officer or employee, the concerned person shall be issued a notice for giving him an opportunity of being heard to explain his conduct. After hearing him, the concerned Commissioner or Commissioners shall take a decision taking in to consideration the explanation given by him.
11. **Communication of decisions and Orders:**
- I. Every decision or order of the Commission or any of its Benches shall be signed and dated by the Commissioner or Commissioners who have heard the Revision or have decided the matter.
  - II. Every decision/order of a Bench of Commission may either be pronounced in one of the sittings of the concerned Bench, or may be placed on its website and may be communicated to the parties under authentication by the Registrar or any other Officer authorized by the Commission in this regard.
  - III. Every such decision or order, whenever pronounced by a duly constituted Bench of a Single Commissioner or by a Division Bench or by a Full Bench of Commissioners, shall be deemed to be the decision by the Commission under the Act.

#### CHAPTER- VI

12. **MISCELLANEOUS:-**

- I. **Language of the Commission:** - Revision or a Complaint may be filed in Punjabi/English language.
- II. The proceedings of the Commission may be conducted in Punjabi or in English.
- III. In case of any conflict or ambiguity in these Regulations, the decision of the Chief Commissioner shall be final.

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**ANNEXURE - 'E'****VOLUNTARY CODE OF ETHICS TO BE OBSERVED BY  
PUNJAB RIGHT TO SERVICE COMMISSION****(AS ADOPTED BY THE PUNJAB RIGHT TO SERVICE COMMISSION IN  
ITS MEETING DATED 17-4-2012 VIDE AGANDA ITEM NO. 4.8)**

1. The behavior and conduct of members of the Commission must be such as to reaffirm the people's faith in the impartiality of the Commission.  
  
Accordingly, any act of Commissioner/s, whether in official or personal capacity, which erodes the credibility of this perception, has to be avoided.
2. A Commissioner should practice a degree of discretion in public dealing consistent with the dignity of his office.
3. A Commissioner shall not hear and decide a matter in which a member of his/ her family or a close relation is party.
4. A Commissioner is expected to let his/ her Decisions speak for themselves. He/ She shall not give interview to the media on the subject of Decisions made.
5. A Commissioner shall not hear and decide a matter concerning a company in which he/ she holds shares unless he/she has disclosed his/her interest and no objection to his/her hearing and deciding the matter is raised.
6. A Commissioner should not contest election to any office of a club, society or other association. Further he/she shall not hold such elective office except in an academic, research, social welfare or cultural institution.
7. A Commissioner shall not enter into public debate on political matters or undertake any activity which is of a political nature.
8. A Commissioner shall not engage directly or indirectly in trade or business, either by himself/ herself or in association with any other person. (Publication activity in the nature of a hobby or writing of books, articles or contribution to art, literature, in print or electronic form, shall not be construed as a trade or business).
9. A Commissioner should not ask for or accept donations.
10. A Commissioner shall not accept valuable gifts or objectionable hospitality except from his/her family, close relations and friends.
11. A Commissioner should not avail any financial benefit in the form of a prerequisite or privilege attached to his/her office unless it is clearly available. Any doubt in this behalf must be got resolved and clarified through the Chief Commissioner, and if the matter concerns the Chief Commissioner through the full Commission.

Chief Commissioner



**17.7.5 RTI Applications Blank Formats****Form 'A'**

Form of application for seeking information under the Right to Information Act, 2005

I.D.No \_\_\_\_\_

(For official use)

**To****The Public Information Officer,****Authority Name****City**

1. Full Name of the Applicant \_\_\_\_\_
2. Father's/Spouse's name \_\_\_\_\_
3. Permanent Address \_\_\_\_\_
4. Correspondence Address \_\_\_\_\_
5. Particulars of information required
  - a. Subject matter of information\*: \_\_\_\_\_
  - b. The period to which the information relates\*\* \_\_\_\_\_
  - c. Specify details of information required \_\_\_\_\_
  - d. Whether information is required by post or in person \_\_\_\_\_  
(The actual postal charges shall be included in providing information)
  - e. In case by post (Ordinary, Registered or Speed post.) \_\_\_\_\_
6. Is this information not made available by the Public Authority under voluntary disclosure?  
\_\_\_\_\_
7. Do you agree to pay the required fee? \_\_\_\_\_
8. Have you deposited application fee? (If yes, details of such deposit)  
\_\_\_\_\_
9. Whether belongs to Below Poverty Line category? If yes, have you furnished the proof of the same with applicant?  
Place : .....
- Date : .....

Full Signature of the applicant and Address

E-mail address, if any.....

Tel. No. (Office).....

(Residence).....

Note: - (i) Reasonable assistance can be provided by the competent authority in filling up the Form A.

(ii) Please ensure that the Form A is complete in all respect and there is no ambiguity in providing the details of information required.

**ACKNOWLEDGEMENT OF APPLICATION IN FORM –A**

I.D No \_\_\_\_\_

Dated: \_\_\_\_\_

1. Received an application in Form A from Shri/Ms. \_\_\_\_\_ resident of \_\_\_\_\_ under the Right to Information Act, 2005.
2. The information is proposed to be given normally within 30 days from the date of receipt of application and in case it is found that the information asked for cannot be supplied, the rejection letter shall be issued stating reason thereof.
3. The applicant is advised to contact Shri. \_\_\_\_\_ between 11 A.M to 1 P.M.
4. in case the applicant fails to turn up on the scheduled date(s), the Competent Authority shall not be responsible for delay, if any
5. The applicant shall have to deposit the balance fee, if any, with authorized person before collection of information.

Signature and Stamp of the  
Public Information Officer  
PICT

Dated.....

E-mail address: \_\_\_\_\_  
Web-site: \_\_\_\_\_  
Tel.No : \_\_\_\_\_



**Form 'B'**  
**TRANSFER OF APPLICATION FORM**

From \_\_\_\_\_

Date: .....

To,  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sir / Madam,

Please refer to your application; I.D. No. \_\_\_\_\_ dated \_\_\_\_\_ addressed to the  
Undersigned regarding supply of information on \_\_\_\_\_

2. The requested information does not fall within the jurisdiction of this Corporation and, Therefore, your application is being referred herewith to Shri \_\_\_\_\_

4 This is supersession of the acknowledgement given to your on \_\_\_\_\_

Yours faithfully,  
Public Information Officer.  
E-mail address: \_\_\_\_\_  
Web-site: \_\_\_\_\_  
Tel. No. \_\_\_\_\_

=====

**Form 'C'**  
**Rejection Order**  
**[See rule 8&9]**

From \_\_\_\_\_

Dated: .....

To,  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sir/ Madam,

Please refer to your application; I.D. No. \_\_\_\_\_ dated \_\_\_\_\_ addressed to the undersigned regarding supply of information on \_\_\_\_\_

2. The information asked for cannot be supplied due to following reasons: -

i).....

ii).....

3. As per Section 7 (8) of Right to Information Act, 2005, you may file an appeal to the Appellate authority within 30 days of the issue of this order.

Yours faithfully,

Public Information Officer.  
E-mail address: \_\_\_\_\_  
Web-site: \_\_\_\_\_  
Tel. No. \_\_\_\_\_

**FORMAT OF REGISTER TO BE MAINTAINED BY THE COMPETENT AUTHORITY**

I. D N. o	Name and Address of Applicant	Date of Receipt of Application in Form A	Type of Information asked	Particulars of fees deposited			Status of Disposal of Application			
				Amt.	Recpt no.	Date	Information		Application	
							Supplied	Partially Supplied	Rejected	Returned to Applicant

**18 Publish all relevant facts while formulating important policies or announcing the decisions which affect public: N/A**

**19 Provide reasons for its administrative or quasi-judicial decisions to affected persons**

- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_
- e) \_\_\_\_\_
- f) \_\_\_\_\_
- g) \_\_\_\_\_