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Recommendations of the Punjab Governance Reforms Commission Seventh Status Report

Seventh PGRC Report on Right to Public Service (RTS) Act 2011
and Reforming Public Service Delivery Systems



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**Seventh PGRC Report on Right to Public Service (RTS) Act
2011 and Reforming Public Service Delivery Systems**

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Preface

This report highlights that condition for effective change can only be created through specific services, like the process of UID in Punjab. This process will accelerate with the linking of most of the benefits schemes to the possession of the UID by the beneficiary. Its uses and potential for improved governance and targeting in respect of various benefits can be an effective window for citizen empowerment. Continuing the service specific focus proposals in this report are based on services grouped as: (a) Need based Documentation Services ;(b) Physical/Material Services ;(c) Information Services ;(d) Grievance Redress Services. Similarly, the Right to Services (RTS) Act was notified, as proposed by the first PGRC (PGRCI) and covers 69 services at present. The Working Group Report on strengthening the RTS Systems and new services added was submitted to the government in December 2012. The present report also deals with reforms of delivery systems, processes and infrastructure for public government interaction management.

Pramod Kumar

Chairman, PGRC

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SECTION I

RIGHT TO PUBLIC SERVICE (RTS) ACT 2011

Perspective

The first PGRC had addressed various issues concerning simplification and re-engineering of basic services in its Second Report. Some recommendations are still pending consideration/decision. In the meantime, there have been important new developments. The RTS Act was notified, on the lines proposed by the first PGRC. It covered 69 services. The RTS commission and the government are considering proposals for addition of services and the matter has been referred to the PGRC. The RTS Commission is also considering a web based monitoring system. Online delivery/digitization of services has been taken up in different departments. Transport Department has switched to a system of issue of the RC through dealers even though not on line. The Local Self Government Department is proposing Urban Service Centers for online delivery. An e-Panchayat portal will take care of rural PRI's - over a thousand centers are reportedly functioning, Punjab Government is considering an e-complaint Application across all departments. Sub Divisional Suvidha Kendras are being activated by adding on more services. The issues of delivery systems, processes and communication infrastructure need therefore to be considered afresh/reframed in the light of these developments. There may be a need to reform processes, integrate 'lumpy' regulations under the RTI and the RTS Acts, the departmental manuals and the parallel and sometimes duplicative digitisation systems. While most of these aspects will be covered in a subsequent report, the present report is limited to the role of the RTS Act in service delivery, additional services to be included and related matters.

Provisions of RTS Act

The RTS Act 2011 seeks to provide for delivery of services to the people of Punjab, provides for notification of specified services and of the officers and authorities responsible for complying with the time limits and hearing appeals against violations of the provisions. The Act also provides for constitution of the Punjab Right to Service Commission and provides

Note: This secti has been contributed by Task group on Basic Civic & Regulatory Services chaired by Shri R.N Gupta I.A.S (Retd.)

Revisional and Supervisory powers to the commission and provides for imposition of fine on the lines of the RTI Act on officials who delay the service without undue cause.

Services notified cover 11 departments and are mostly confined to what may be called documentation services needed by the citizens who are issued various documents, certificates, attested copies etc.

I. Procedure adopted by the Task Group/PGRC

The issues were extensively discussed by the PGRC with the RTS commission at the level of Chairmen and members of the two Commissions. The PGRC in the process of examining the issues, also had a series of discussions with various departments concerned with the public services notified and proposed. Broadly the proposals have been made with the concurrence of the departments. In some cases, however, departments have despite repeated attempts, not been able to decide and have not been given specific proposals regarding time limits for new services, mostly physical and material services. These were discussed with the RTS Commission and the departments and incorporate their views/inputs especially on the amendments proposed. We have flagged crucial aspects in the Report and the **Annexure (Remarks column)**. Govt. may need to take a view regarding inclusion of these services and the related issues of time limits/Designated authorities.

Scope

The issues considered in the limited context of the RTS Act mainly relate to:

- (a) extending the scope to other services especially physical and material services;
- (b) necessary amendments required to overcome practical and operational difficulties;
- (c) streamlining the constitution /appointment of the Appellate Authorities;
- (d) Including grievance redress as a specific service in respect of all the services and departments.

- (e) basic digitisation of services/records to streamline the service delivery structures as well as the monitoring mechanisms;
- (f) integrating and synergising RTS & RTI provisions for optimisation of service delivery through information on standards.

Priority to physical Public Services under the RTS Act

One major lacuna in the current coverage is exclusion of physical and material services (grants/scholarships, pensions, medicines) in demand by citizens and the RTS Act may not be meaningful especially to the marginal sections, unless this is done. Generally public services cover: (a) contingent/document delivery/paper services (issue of permissions, certificates, approvals) needed by citizens from time to time and; (b) physical services – mid day meals, medical attention, supply of medicines, food grains to the poor, scholarships and pensions and so on; (c) common infrastructure.

It is proposed to exclude collectively delivered services like infrastructure and transport. There is need to be selective and concentrate on services – both documentation and physical - used by the common citizens and major categories of citizen clients.

Need based documentation services: - Contingent services may be used only occasionally by individuals but cumulatively the numbers are huge. Out of about 25-30 lac one off services handled annually only at the SUWIDHA Centres in Punjab (as per estimates of the PGRC) over 95% or even more is accounted for by a limited group of services such as Birth and Death certificates, residence, caste, area, non-encumbrance, dependence, marriage certificates etc. In these were transaction consists of issuing simply a document to the applicant.

Physical Public Services: - These include civic services as well as health, education and similar sectors and cover services delivered individually – e.g. pensions, scholarships, vaccination, medicines, food grains (to the poor) etc. Physical services have tended to get neglected under the RTS Act not being structured, with responsibility levels difficult to define and so on. Digitization of these is mostly missing, partly due to present processes

which need to be re-engineered/reframed to permit cost and functionally efficient digitisation.

The RTS Act in Punjab for example lists 69 services but very few relate to actual assistance or help. There is need to define standards for these and publicize them to the extent possible. *The core mission of the departments is basically to provide these services and these are the ones mostly missing from the list.* Such services have been added, under particular agencies, especially those directed at the poor. Examples are payments under Janani Suraskha Yojna, grant of pensions/medicines etc. The Appendix includes the services proposed to be added with this focus.

II. Constitution of Appellate Authorities

At present there is no standard practice or pattern in regard to the appointment of Appellate Authorities. In some cases, these are the District administration officials (say SDM/DC) but in many others, officers senior to the Designated Authority in the agency/department. *The principle followed by the Task group is that the Appellate authorities must be outside the departmental structures and hierarchies in order to make the process meaningful. The logic is that it is for the departmental superiors to ensure compliance of these tasks and time limits by the designated authorities, even in their routine role as monitors/supervisors and it will not be appropriate to vest this authority on them as it seeks to ensure precisely what they already have administrative powers for, in the first place. It is their official duty to ensure compliance even without the RTS; if they do not, they can be presumed to be either incompetent or in collusion.*

It is proposed that the Appellate Authority in all cases, except where appeals may be against state level officials, should be SDM/ADC/DC, as appropriate. In some cases however, e.g. police department, Power Corporation which have a strong internal and autonomous hierarchy, the agency officers are proposed to be retained as appellate authorities. This suggestion may also be helpful in monitoring, as the number of appellate authorities will be limited and most of the services except for police and the Utilities, will in any case be delivered through CSC's and SUWIDHA Centres which are functioning under the control of the district administration.

III. Grievance Recording /Redress – A Core Service

A large number of service delivery defaults which may relate to documentation or physical services may be about non delivery, not always related to the issue of time limits. It may be difficult to mechanically ensure complaint redress through the RTS act as it may not be possible to specify time limits for different areas and services. To start with it may be sufficient to provide for time limits for acknowledgement of complaints irrespective of the nature thereof and the department concerned. There is no problem in giving acknowledgements where the processes are digitized as in SUWIDHA centers, *Fard Kendras* , *Saanjh* Kendras etc, as the generation of the document of acknowledgement is simultaneous with the entry of the complaint. The problem is about complaints received through mail /single window complaints centers / Common Service Centre (CSC's) etc.

Complaint Recording and Acknowledgement – A Public Service

It is proposed that complaint acknowledgement should be considered a service in its own right and warrants inclusion under the RTS Act.

Considering various aspects, it is proposed that seven days should be provided for acknowledgement of complaints, unless given personally, in which case it should be given immediately. This will enable all the parties to keep track and follow up on action to redress the same. The PGRC Commission for example received a letter from a member of the public which is stated to be a *hundred and tenth* reminder on the same issue! Half the problems of complaint redress may be resolved through this measure alone, as it will enable the complaints to be tracked through the complicated official networks and hierarchies.

Redress of Complaints

Standard e-grievance modules and Applications are available which provide for on line complaints and MIS and monitoring facilities so that the complaints can be integrated / located for follow up by phone number/address/place. The Applications may also provide for automatic alerts in case there is delay in response beyond the time stipulated. Adoption of standard software – e.g. developed by the NIC will greatly facilitate streamlining of this important area of service of the citizens. As indicated, however, it may not be feasible for

the RTS Act to include the issue of time lines for redress of complaints considering the enormous range and diversity of subject areas. It is however desirable that the departments display whatever time lines they consider appropriate for specific areas of complaints on their web sites as RTI information, even though not covered and obligated under the RTS Act. This has been proposed as one of the amendments above. Power Corporation has offered, however, to include time lines. These have been included in the Appendix.

Facilitating complaint acknowledgement of citizen complaints

Considering the difficulties of universal digitization of all the government offices it may be appropriate to make a limited start by adopting the following pragmatic proposals:

- (i) The facilities of acknowledgement may be provided, to start with, at least in the office of District Head of each department who has the resources and the functionality to ensure this.
- (ii) Even though complaints are delivered manually, the record of complaints and acknowledgement must be digitized by scanning/transcription of records and brought on an e-platform.
- (iii) In case of other agencies like Municipal Committees, a single window for receiving complaints can be set up within a ULB without much problem.
- (iv) Escalation of grievances not responded to within whatever time is considered appropriate by the Department, and to be displayed as such, under the RTI.
- (v) This system can be initiated at the District and Sub Divisional SUWIDHA Centers/ other single window center which have facilities for digitization of records and the connectivity to transfer the complaints to the appropriate Departmental/administrative units.

Information/ Complaints handled by Police Department/Home

These have a special status as even information on an offence needs to be included as a complaint. At present the relevant entry under the RTS is provision of a copy of the FIR

which is superfluous as the law provides for it. It is important to ensure that a complaint or information is in the first place immediately acknowledged and in the second place action taken there on, whether through entry in DDR or FIR register or otherwise, indicated to the complainant within a reasonable time. As mentioned if a complaint is filed with the *Sanjh Kendra* there is no problem. Acknowledgement is given straightaway. This is not the case with complaints filed at *thana* level. The RTS act needs to notify the acknowledgement of a complaint /information at the Police station (or any designated place) as a service to be given immediately, on the day of presentation. Further it needs to be provided that the complainant will be informed of the action taken within 15 days (whether to close the matter or enter in DDR or FIR register).

The process can be easily monitored by superior officers through an automatic alert/escalation system in case of default regarding time limits. The present net work connectivity is more than adequate for this purpose at least in the police department and they have the necessary infrastructure. This may also resolve the well known disparity between what the citizens wish to complain about and what ultimately ends up as the FIR which is probably dictated by the Thana staff and only signed by the complainant.

IV. Digitisation & RTS Act

It is all very well to provide for norms in terms of time, but it may not work in the absence of adequate MIS and monitoring systems. The need for digitization processes is well recognized in this area. The only point to be emphasized is the way digitization can become useful immediately even without full scale online transactions. Digitization of service delivery is proceeding at its own pace and varies from department to department. Hopefully when the CSC's/Urban services centers are set up, digitization will precede them. Online service delivery is no doubt desirable but considering the contingent nature of the services, which do not require more than a routine interaction, this may not be always feasible. One can make a start with *digitization of records at the receipt and delivery windows and maintain all records in electronic form even while maintaining windows for manual acceptance and supply of documents and certificates. Whether the delivery is online or manual, it is important to digitize in real time or otherwise all records through scanning/*

transcription for ease of data retrieval and analysis. Once that is done, it will be easier to enforce the RTS Act.

V. Synergy between RTI and RTS Acts

The RTS Act provides for time limits for specific services. The RTI Act also provides for display of information on web sites / notice boards etc. for all public services under section 4(i) (b) (iv) of the Act which requires departments to display 'norms' for various services. All departments are required to display citizen charters under this clause - check lists, service standards etc. Unfortunately we were unable to locate any such department providing this information on website. In case of a limited number of departments which have done so, the presentation and display of information is mostly schematic (while detailing procedures for particular schemes) and not easily useable as a citizen charter for specific services.

In case of all public services, whether or not covered under the RTS Act, standards and check lists need to be displayed as per requirement of the RTI Act. This can be ensured through Government instructions to be issued under the RTI act *asking the departments to display citizen charters- check lists and service standards under Section 4(i) (b) (iv) of the RTI Act for all public services handled by them irrespective of whether these are covered under the RTS Act.*

VI. Proposals for New Services/Amendments under the RTS

These are indicated in alphabetical order for departments – existing services, new ones proposed by the RTS/Departments and others suggested at present. The Report also provides department wise detailed list of new services. In addition it indicates amendments in the notified services as well as provides modifications proposed in the list of all 69 notified services. Modifications are indicated in bold print. **Annexure I** is a list of services considered but dropped in consultation with the Departments. The rationale for major changes/inclusions is indicated herein after.

Agriculture Department

a) Soil Sample Results

It is suggested that analysis of soil samples and results be covered under RTS. In case of difficulty, at least the district Soil Testing Lab center should provide a time bound service.

b) Punjab Mandi Board

The Punjab Mandi Board has proposed inclusion of some services for buyers of plots in the mandis. There are, however, two other major areas concerning major clients - farmers. Receipts for sale transactions - J. Forms - are required to be issued immediately but the provision is rarely followed in practice. The second relates to Ex-gratia assistance for death/injury caused during farming operations (due to pesticides spray, snake bite etc.). It is proposed to fix a limit of 3 months in these cases. At present as reported, these tend to be unduly delayed.

Education Department

The Universities and Examination Boards issue various certificates and impose different conditions regarding fees, compliance requirements etc. It was not practicable to look into the issue of simplification as complete data was not made available by the universities. Such websites also provide for downloads of forms etc. but information is not enough for analysis. One university has sent its proposal however. On the basis of available information it is proposed as follows: -

(i) Degree / Duplicate certificates etc– Universities / Boards

We suggest including for the present two sets of services. One is original/ duplicates copies of certificates/documents. Time limits suggested are a little more liberal than proposed by the GNDU which sent the proposal. Considering the autonomous structure of the universities, the designated and appellate authorities may be advised by the education department.

(ii) Streamlining Documentation Service by the Universities

The Education department may also consider convening an inter university group to streamline procedures by simplifying or eliminating where feasible, verification and attestation requirements, accepting self declarations and making the fee structure rational. It is understood for example that the Punjabi University is charging

additional fees for each intervening year as between the year of application and the year for which the certificate is requested and thus if you want a certificate for the year 2005, you may have to pay seven times the fee compared to an application for the last year's examination.

It has been noted that the universities/boards do not display clearly the provisions regarding payments of fees, obligations of the applicant and time limits on their web sites. They need to be instructed to do so as a part of information under the RTI Act by the education department.

(iii) School Leaving Certificate - School Education Department

The other suggestion received from the public is about the delay in issue of School Leaving certificates and this service has been added accordingly.

Governance Reforms

The residuary services concerning issues of various certificates- area, residence, identity, income- required by common citizen need to be shifted to this department, as there can be many agencies which require these certificates such as income. The responsibility for simplification etc needs therefore to be shifted to the Governance Reforms Department. The Appendix reflects this change.

Grievances & Pensions

Complaint acknowledgement is proposed to be shown under the domain of this department.

Health Department

Some additional services for entry of name, delayed registration etc. are proposed to be included. The time limits have been proposed in consultation with the Deptt. The main issue is whether physical services like availability and supply of essential drugs, payment of benefits under various schemes, should also be brought under the RTS provisions. *It is necessary for credibility of claims of health care and improved attention at the health institutions that the Government ensures the availability any time of whatever essential drugs they feel and so notify to be available in different health institutions - Primary Health*

Centers, Community Health centers, Sub divisional and District hospitals. Possibly the department could start with a modest list, in case ensuring availability of a large number of drugs appears problematic and for example make a start with District Hospitals where logistics are not difficult.

Similar is the case with vaccines such as anti venom, anti rabies /D.T/ polio has also the pathological tests. The department can be selective about the specific health institutions and the vaccines /tests depending on their importance, target clientele and logistics. For example some of these could only be assured for availability at the district hospitals only whereas others (polio) can be provided even at the PHCs. *The point is that the claims often made in pronouncements and statements need to be reinforced through providing for challenges by the public under the RTS Act, and thus provide demand side pressures for improvement.* Surely it should not be too difficult to have enough venom vaccine at least at the district hospitals – so many victims of snake bite die in Punjab for lack of the same.

It is also proposed to add medical emergency _ Ambulance services. These are as per time limits fixed with the service provider.

Home Department

(i) Issue /renewal of Arms Licenses

Home department has proposed some changes regarding time limits/ authorities in respect of licenses which are issued at the department level. The main suggestion is to modify the time limits for license renewal to 22 days in some cases and redefine the time limits for service verification only for residents of Punjab. These suggestions need to be accepted and have been incorporated in the Appendix.

(ii) Renewal of Arms Licenses at District Level

The time limits are already specified. District Magistrate Jalandhar has sent some proposals to simplify procedures so as to make compliance with time limits practicable. These are at **Annexure II**. It is proposed that these may be circulated by the Government to all the districts for adoption. There is no other change proposed.

Local Self Government - Civic Services

Most of the services proposed to be added relate to Property Tax payers. We don't consider inclusion really material for the set of services related to property tax, not being much in demand, but these are added as proposed by the RTS Commission. *There is however need to focus on and target physical and material civic services such as removal of solid waste etc.* This is what is proposed to be done through additional services added. Of course one major area of Civic Services is redressal of complaints relating to these physical services. That issue can be addressed separately as indicated above, in the section on complaints. (a single window complaint system, mandating acknowledgment, digitizing complaints, display of standards of response/redress under the RTI.

PSPCL/ Power Department

The Punjab State Power Corporation Limited (PPCL) has sent a list of the services for which they are already having service standards, as set by the Electricity Regulatory Commission. This is at annexure III. As suggested there in, these services may be included in the list of RTS services & have been added in the Appendix.

Revenue Department

Revenue Department has digitized the records and indicates that acknowledgements are being issued for all applications and complaints given at the *Fard* centers. One service has been added at their suggestion.

Income certificate is listed with this department as a certificate. This is required by different departments and Revenue department is only concerned in the sense that its officials (Tehsildar/Patwari) are authorized to verify and issue. Income certificate are mostly required for S.C. /OBC categories, (exclusion of 'creamy layer') minorities etc. for purposes of employment, stipends, scholarships, and admissions in professional institutions. Now these will also be necessary for admissions against quota reserved for economically poor categories in private schools. *It is proposed to shift this residual service to the department of Governance Reforms.*

Detailed recommendations for rationalization of the procedure have been given in the First PGRC Report. It is proposed that the responsibility for simplification and issue of appropriate instructions may be entrusted to the department of Governance Reforms who may consider recommendations made already - accepting self declarations supported by attestation from parties known to be the applicant not necessarily public officials (Patwari etc.) and standardising the proforma of income across various user departments / institutions.

Social Welfare

Apart from *adding physical services like disbursement of pensions etc.* (only for new case) in addition to services covered already, it is proposed to add some minor services such as issue of ID certificates of handicapped persons. The disbursement which covers only new cases should not be difficult to comply. Govt. could consider adding regular payments like Pensions to existing cases as soon as practicable.

S.C. Welfare

We felt it necessary to add facilities like supply of Text books, scholarships etc. under the RTS Act but the department appears reluctant to accept the same. The main apprehension is that they may not get finances in time to make payments, supply of books to beneficiaries as stipulated. It is suggested that this matter be considered by the Government *and streamlined to ensure timely delivery of scholarships, material assistance/Text books etc to the S.C. and other eligible categories. As indicated, demand side pressures may themselves bring about a change.*

Town and Country Planning

The proposal of the department received from RTS Commission being included in the Appendix.

Transport Department

The main change requested by the department is increasing the time limits due to involvement of a Service provider for preparation of RC cards etc. This has been included

apart from certain additional services (e.g. renewal of licenses) left out earlier. The department needs to take note of and take a view on the recommendations for simplification made by the 1st PGRC for various services.

Conclusion

As against 69 services in 11 departments at present the proposals will add about 87 services relating to documentation and physical /material services. The services cover all major departments dealing with the general public and major client categories such as farmers, as well as the disadvantaged sections of the population. One major omission is exclusion of regular transactions of utilities with clients regarding issue and payment of bills etc., as distinguished from one time contingent services such as installation of meters, sanction of connections. The routine services are not being covered as these involve a very large universe of population and need detailed professional inputs and formulation. Further these mostly involve transactions which the Utilities have already simplified and provided (due to their financial interests). The aspect of complaints of course is in any case covered already. The only exception is the Power Corporation which has volunteered to send a list of these and the same is included.

Structure of each service is different in terms of the agencies which deliver it, the obligations of the applicants, and the procedure laid down for each service. While issues of simplification of these check lists will be considered separately, the proposals for time limits have taken account of the limitations of these procedures and *appropriate time limits are indicated keeping in view the constraints, on "as is where is" basis.*

Summary of Recommendations

- **Constitution of Appellate Authorities**
 - *Appointing mostly District Administration officials (SDM/ADC/DC) as the first or second Appellate Authorities, as a matter of policy.*
- **Digitisation**
 - *Digitisation (through Scanning/Transcription) of records of service delivered under the RTS Act, even where processes may be manual.*
- **Display under RTI**
 - *Mandating under the RTI Act [Section 4(1) (b) (iv)] display of citizen charters- check lists and service standards, including time- for public services including complaint redress by all departments.*
- **Complaints**
 - *Acknowledgement of complaints to be included under the RTS Act as a service.*
- **Priority to physical/material services under RTS**
 - *Priority to material and physical services for citizen especially the disadvantaged and marginal groups; the service map under the RTS to include more and more such substantive services.*
 - *New Services (Section III).*
 - *Notified Services where the amendments proposed (Section IV).*

DEPARTMENT WISE LIST OF NEW SERVICES PROPOSED

Sr. No.	Department	Number of Services
1.	Agriculture/Mandi Board	10
2.	Animal Husbandry	1
3.	School Education	3
4.	Food, Civil Supplies and Consumer Affairs	1
5.	Governance Reforms	3
6.	Grievance & Pensions	1
7.	Health	13
8.	Higher Education	3
9.	Housing and Urban Development	5
10.	Home	2
11.	Industries/Punjab Small Industries & Export Corporation Limited	4
12.	Local Self Government/Municipal Committees	13
13.	PSPCL/Power	14
14.	Revenue	1
15.	Social Security	4
16.	Town and Country Planning	5
17.	Transport	1
18.	Welfare of S.C.'s and B.C.'s	3

DEPARTMENT WISE LIST OF NEW SERVICES PROPOSED

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
1	Agriculture/ Mandi Board	Supply of Soil Sample Results	7 days	Agriculture Officer Incharge	SDM of the concerned Sub	ADC (G)/DC	
2		Issue of NOC/Duplicate Allotment / Re-Allotment	21 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board	
3		Issue of Conveyance Deed	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board	
4		Issue of No Due Certificate	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board	
5		Re-transfer of Property in Case of Sale	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board	
6		Re-transfer of Property in Case of Death (Uncontested)	45 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board	
7		Issue of N.O.C. for Mortgage	15 days	Estate Officer Punjab Mandi Board	Additional Director (Estate)	Secretary Punjab Mandi Board	
8		Issue of J-form to farmers	3 days	Secretary Market Committee	SDM of the concerned Sub-Division	ADC (G)/ DC	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
9		Providing Financial Aid (Exgratia) to cultivators for any injury or death during farming operations	3 months from date of application	Secretary Market Committee	SDM of the concerned Sub-Division	ADC (G)/ DC	Board should Simplify its verification/ procedure of necessary sanction
10		Issue of I. Card to farmers for participation of Apni Mandi	15 days	<u>In Chandigarh</u> Secretary Apni Mandi <u>In Punjab</u> Secretary Market Committees	SDM of the concerned Sub-Division	ADC (G)/ DC	
11	Animal Husbandry	Supply of Medicine/ Vaccines at designated Hospital as decided by govt.	Same day	Veterinary Doctor In-Charge	SDM of the concerned sub-division	ADC (G) Deputy Commissioner of the Concerned District	
12	School Education	School Leaving Certificate	7 days	Secretary Board	Chairman	Secretary of the Department	
13		Issuance of Duplicate Certificate	30 days	Secretary School Education Board	Chairman	Secretary of the Department	
14		Issuance of -Original Migration Certificate/ Detailed Marks Cards/ Verification of Documents	15 days	Secretary School Education Board	Chairman	Secretary of the Department	
15	Food, Civil Supplies and Consumer Affairs	a) issue of duplicate ration cards b) addition of new member c) deletion of member d) change of name in ration card	7 days	Assistant Food and Supplies Officer	SDM of the concerned sub-division	ADC (G)/Deputy Commissioner of the Concerned District	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
16	Governance Reforms	Area/ Succession/ Dependent Certificates/ Counter Signatures etc.	15 days	Tehsildar of the concerned sub-division	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District	
17		Income Certificate	15 days	Tehsildar of the concerned sub-division	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District	Proposed to be deleted under Revenue department entry.
18		General Service (Rectification of Error occurred at the Level of an Official while Delivering the services)	5 days Or The original time limit fixed for delivery of that service whichever is earlier	Same as earlier Notified for a particular service	Same as earlier Notified for a particular service	Same as earlier Notified for a particular service	
19	Grievances & Pensions	Acknowledgement of all Complaints	Immediately if given personally/ 7 days in other cases	District Head of each Department	ADC (G)	Deputy Commissioner	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
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	SDM of the concerned Sub Division	ADC (G)/ Deputy Commissioner of the concerned District	
21		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	SDM of the concerned Sub Division	ADC (G)/ Deputy Commissioner of the concerned District	
22		Issuance of Disability Certificate Obvious Disability (Loco Motor, Blindness)	4 days	Senior Medical Officer I/C of District Hospital, Sub Divisional Hospital & Community Health Centre or Medical Officer I/C of primary Health Centre	SDM of the concerned Sub Division	ADC (G)/ Deputy Commissioner of the concerned District	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
23		Issuance of Single Disability Certificate	7 days	Senior Medical Officer I/C District Hospital Sub Divisional Hospital & Community Health Centre	SDM of the concerned Sub Division	ADC (G)/ Deputy Commissioner of the concerned District	
24		Issuance of Multiple Disability Certificate	7 days (After Completion of necessary tests etc.)	Senior Medical Officer I/C of District Hospital and Sub Divisional Hospital	SDM of the concerned Sub Division	ADC (G)/ Deputy Commissioner of the concerned District	
25		Registration of Death and Birth Certificate (after one year of event)	30 days	Concerned Registrar/ District Registrar	SDM/ ADC(G)	Deputy Commissioner of the Concerned District	
26		Birth and Death Certificate (Name Entry & New Birth Certificate)	7 days	Concerned Local / District Registrar as applicable	SDM/ ADC(G)	Deputy Commissioner of the Concerned District	
27		Correction of entry in Birth and Death Certificate	15 days	Concerned Local / District Registrar as applicable	SDM/ADC (G)	Deputy Commissioner of the Concerned District	
28		Emergency Medical Response (ambulance at 108)	20 minutes (Urban) 30 Minutes (Rural)	CMO of the District	ADC (G)	Deputy Commissioner of the Concerned District	
29		Janani Suraksha Yojana assistance	Before the discharge of the mother from hospital	Incharge M.O. of the Institution	SDM	Deputy Commissioner of the Concerned District	
30		Mata Kaushalya Yojana assistance	Before discharge of the mother from hospital	Incharge M.O. of the Institution	SDM	Deputy Commissioner of the Concerned District	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
31		Supply of essential medicine (as notified by the department for different Institutions)	Same day	Incharge M.O. of the Institution	SDM/ ADC (G)	Deputy Commissioner of the Concerned District	
32		Facility for X-ray/ Pathological test, vaccination – DT/Polio, Anti Rabies, Anti Venom (as notified by the department for different Institutions)	Same day	Incharge M.O. of the Institution	SDM/ ADC (G)	Deputy Commissioner of the Concerned District	
33	Higher Education	Issuance of Duplicate Certificate	30 days	Registrar	Vice- Chancellor	Principal Secretary	
34		Issuance of -Original Migration Certificate/ Detailed Marks Cards/ Verification of Documents	15 days	Registrar	Vice- Chancellor	Principal Secretary	
35		Degrees to Successful Candidates	By 31 st October every year	Registrar	Vice- Chancellor	Principal Secretary	
36	Housing & Urban Development/ agencies	Attested Copy of any Document	3 days	Supt. of the concerned Office of the Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
37		Change of Ownership (Other than Death Cases)	5 days	Estate Officer	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
38		Demarcation of Plot	5 days	SDO (Building)	Additional Chief Administrator of the concerned authority	ADC (G) / DC	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
39		Issue of Plinth/Roof Level Certificate	7 days	SDO (Building)	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
40		Water Supply and Sewerage connection	7 days	SDO of the concerned Office of the Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
41	Home (Police)	Acknowledgement of Complaint	Same day	SHO	DSP Incharge of the Sub division	Commissioner of Police or Senior Superintendent of Police	
42		Information of action taken on complaints (FIR/DDR/ matter closed)	15 days	SHO	DSP Incharge of the Sub division	Commissioner of Police or Senior Superintendent of Police	
43	Industries / Punjab Small Industries & Export Corporation Limited	Sanction of Water Supply and Sewerage Connection	10 days	XEN	SDM/ ADC (G)	Deputy Commissioner	
44		Mortgage 1 st Charge	15 days	CSM (Estate)	SDM/ ADC (G)	Deputy Commissioner	
45		Registration of lease / Conveyance Deed	15 days	Estate Officer	SDM/ ADC (G)	Deputy Commissioner	
46		Conversion from lease to Free Hold	30 days	M.D.	Director Industries	Principal Secretary Industries & Commerce	
47	Local Government	Issue of copy of Tax Assessment Register (TS1) in Municipal Committees and Municipal Corporations	5 days	House Tax Superintendent of Municipal Committees or Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	These are related to tax assessment & need not be included. Not much in Demand.

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
48		Transfer of Name in Tax Assessment Register (TS1) in Case of Sale in Municipal Committees and municipal Corporations	12 days	House Tax Superintendent of Municipal Committees or Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	These are related to tax assessment & need not be included. Not much in Demand.
49		Transfer of Name in Tax Assessment Register (TS1) in Case of Death in Municipal Committees and Municipal Corporations	27 days	Executive Officer of Municipal Committees or Assistant Commissioners of concerned Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	These are related to tax assessment & need not be included. Not much in Demand.
50		Transfer of Name in Tax Assessment Register (TS1) in Case of Unregistered will Deed/ Registered will Deed / in Case of Court Decrees in Municipal Committees and Municipal Corporations	30 days	Executive Officer of Municipal Committees or Assistant Commissioners of concerned Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	These are related to tax assessment & need not be included. Not much in Demand.
51.		Issue of Copy of Tax Assessment Register after Change of Number	10 days	House Tax Superintendent of Municipal Committees or Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	These are related to tax assessment & need not be included. Not much in Demand.

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
52		Issue of No Due Certificate in Municipal Corporations	7 days	Executive Officer of concerned Municipal Committees or Assistant Commissioner of concerned Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	These are related to tax assessment & need not be included. Not much in Demand.
53		Issue of Conveyance Deed in Municipal Corporations	15 days	Executive Officer of concerned Municipal Committees or Assistant Commissioner of concerned Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	
54		Sanction of Water Supply/Sewerage Connection in the Improvement Trusts	7 days	Executive Officer of concerned Improvement Trust	SDM of the concerned District	Deputy Commissioner of the Concerned District	
55		Issue of New Trade license by Municipal Committees and Municipal Corporations	12 days	Superintendent of the concerned Municipal Committees or Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	
56		Renewal of Trade license by Municipal Committees or Municipal Corporations	10 days	Superintendent of the concerned Municipal Committees or Municipal Corporations	SDM of the concerned District	Deputy Commissioner of the Concerned District	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
57		Removal of Solid waste from streets/ roads	2 days	Executive Officer	SDM of the concerned District	Deputy Commissioner of the Concerned District	The department would need to comment on the suitable time limits.
58		Replacement of Street lights	10 days	Executive Officer	SDM of the concerned District	Deputy Commissioner of the Concerned District	
59		Water pipes leakages/ Sewerage Blocked/ over flow	24 hours	Executive Officer	SDM of the concerned District	Deputy Commissioner of the Concerned District	
60	Power/ Electricity	Normal fuse off call/complaint	Cities and towns/ urban areas- Within 4 hours Rural areas- Within 8 hours	Concerned Lineman	SDO	Xen	
61		Overhead Line breakdowns	Cities and towns/ urban areas- Within 8 hours Rural areas- Within 12 hours	JE/Incharge of area	SDO	Xen	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
62		Breakdowns due to breakage of poles	Cities and towns/ urban areas- Within 12 hours Rural areas- Within 24 hours	JE/Incharge of area	SDO	Xen	
63		Underground cable breakdowns	Cities, towns/ urban and rural areas- Within 48 hours	JE/Incharge of area	SDO	Xen	
64		Distribution Transformer failure	Cities and towns/ urban areas- Within 24 hours Rural Areas- Within 48 hours	JE/Incharge of area	SDO	Xen	
65		Power Transformer failure (with primary voltage upto 66000 volts)	Within 15 days	Sr.Xen/Grid Construction	SE	CE	
66		Street Light Faults	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	JE/Incharge of area	SDO	Xen	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
67		Period of Scheduled Outage a. Maximum duration in a single stretch b. Restoration of supply	Not to exceed 6 hours in a day during the months from Apr to Oct & 10 hrs in a day during the months from Nov to March By not later than 6.00 PM	JE/In-charge of area	SDO SDO	Xen Xen	
68		Voltage fluctuations No expansion/ enhancement of network involved	Within 2 days	JE/In-charge of area	SDO	Xen	
69		Meter complaints a. Inspection and replacement of slow, fast/ creeping, stuck up meters b. Replacement of burnt meters	Inspection within 7 days and replacement within 10 days of receipt of complaint Within 5 days	JE/In-charge of area	SDO	Xen	
70	Release of new connection/additional load/demand feasible from existing network.						
(a)		Release of supply	Within 30 days	AE/AEE In-charge of the area/ function	Xen	SE	
	Network expansion/enhancement required to release supply						
(b)		Release of supply – Low Tension	Within 45 days	AE/AEE In-charge of the area/ function	Xen	SE	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
(c)		Release of supply – High Tension 11000 volts	Within 60 days	AE/AEE In-charge of the area/ function	Xen	SE	
(d)		Release of supply - High Tension 33000 volts	Within 90 days	AE/AEE In-charge of the area/ function	Xen	SE	
(e)		Release of supply – Extra High Tension	Within 120 days	AE/AEE In-charge of the area/ function	Xen	SE	
(f)		Erection of sub-station required for release of supply	Within the time period approved by the Commission	AE/AEE In-charge of the area/ function	Xen	SE	
71	Transfer of title and conversion of services						
(a)		Transfer of title and / or change of category	Within 7 days in case of LT consumer and 14 days in case of HT / EHT consumers	AE/AEE In-charge of the area/ function	Xen	SE	
(b)		Conversion from LT single phase to LT three phase or vice versa	Within 30 days	AE/AEE In-charge of the area/ function	Xen	SE	
(c)		Conversion from LT to HT or vice versa	Within 60 days	AE/AEE In-charge of the area/ function	Xen	SE	
(d)		Conversion from HT to EHT or vice versa	Within 120 days	AE/AEE In-charge of the area/ function	Xen	SE	
72	Shifting of Meter/Service Connection & other services						
(a)		Shifting of Meter/Service connection	Within 7 days	AE/AEE In-charge of the area/ function	Xen	SE	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
(b)		Shifting of LT/HT lines upto 11 KV	Within 20 days	AE/AEE In-charge of the area/ function	Xen	SE	
(c)		Shifting of HT lines exceeding 11 KV	Within 30 days	AE/AEE In-charge of the area/ function	Xen	SE	
(d)		Shifting of Transformer	Within 30 days	AE/AEE In-charge of the area/ function	Xen	SE	
73	Complaints about Consumer's Bills & Restoration of supply						
(a)		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	SDO	Xen	
(b)		Reconnection of supply following disconnection due to non-payment of bills	Within one working day	JE/In-charge of area	SDO	Xen	
74	Revenue	Issuance of Non-Encumbrance Certificate	3 days	Sub Registrar/ Joint Sub Registrar	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
75	Social Security	Disbursement of old age/widow/other pension and benefits - <u>new cases.</u>	4 months of sanction	District Social Security Officer/ CDPO	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District	
76		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	
77		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	Applications to be invited once a year for better monitoring and efficiency
78		Disbursement of scholarship to physically challenged- <u>new cases</u>	4 months from Sanction	District Social Security Officer	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District	
79	Town & Country Planning	Change of Land Use/NOC in case of Petrol Pump, Rice Sheller, Brick Kiln	23 working days from the receipt of complete documents	Concerned District Town Planner/Deputy District Town Planner	Concerned ADC (G)	Concerned ADC	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
80		Change of Land Use where the Master Plans are notified and there Local Planning Areas are not notified. Residential, Industrial, Institution upto 25 acres and commercial (excluding multiplex and shopping mall) upto 2 acres.	23 working days from the receipt of complete documents.	Concerned Senior Town Planner.	Chief Town Planner, Punjab.	Director, Town and Country Planning, Punjab (DTCP)	
81		<p>a. Sanction of Building Plans upto 500 square meter</p> <p>b. Sanction of Building above 500 square meter to 5000 square meter.</p> <p>c. Sanction of Building Plans above 5000 square meters.</p>	<p>30 working days from the receipt of complete documents.</p> <p>-do-</p> <p>60 days</p>	<p>Concerned District Town Planner/ Deputy District Town Planner.</p> <p>Concerned Senior Town Planner.</p> <p>Chief Town Planner.</p>	<p>Concerned ADC (G)</p> <p>Chief Town Planner, Punjab.</p> <p>Director Town and Country Planning, Punjab.</p>	<p>Concerned D.C.</p> <p>Director Town and Country Planning, Punjab.</p> <p>Principal Secretary, Housing & Urban Dev. Department.</p>	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
82		Issue of completion/ partial completion certificate. a. Upto 500 sqm. b. 500 sqm to 5000 sqm. c. More than 5000 sqm.	15 working days. -do- -do-	Concerned DTP. Concerned Senior Town Planner. Chief Town Planner, Pb.	Concerned ADC(G) Chief Town Planner, Pb. Director, Town & Country Planning, Punjab.	Concerned DC. Director, Town & Country Planning, Pb. Principal Secretary, Housing & Urban Dev. Department	
83		Land Use classification certificate (to be issued by the office of District/ Deputy District Town Planner.	5 working days.	Concerned DTP.	Concerned ADC (G)	Concerned DC.	
84	Transport	Renewal of Driving Licence	7 days	Registering Authority (DTO in case of District HQ and SDM in case of sub-division)	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District	
85	Welfare of S.C.'s and B.C.'s	Sanction of Stipends/ Scholarship	1 (One) Month	District Welfare Officer	ADC	Deputy Commissioner of the concerned District	Applications to be invited once a year for better monitoring and efficiency
86		Disbursement of Stipend etc.- <u>new cases</u>	4 months of Sanction	District Welfare Officer	ADC	Deputy Commissioner of the concerned District	

Sr. No.	Department/ Organisation	Name of the Service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority	Remarks
87		Supply of Text Books	Within 30 days of start of School/Classes	District Welfare Officer	ADC	Deputy Commissioner of the concerned District	

AMENDMENTS PROPOSED IN NOTIFIED SERVICES
(Amendments indicated in bold print)

Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks
Housing and Urban Development/ agencies	a) Sanction of Building Plans/Revised Building Plans (Residential)	30 Days	SDO Buildings of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
	b)Sanction of Building Plans/Revised Building Plan (Commercial)	60 days	SDO Buildings of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
	Issue of Completion/ Occupation Certificate for buildings	15 days	SDO Buildings of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
	Issue of No Objection Certificate/ Duplicate Allotment/ Re allotment Letter	21 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
	Issue of Conveyance Deed	15 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
	Issue of No Due Certificate	7 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
	Transfer of property in case of sale	15 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
	Transfer of property in case of death (uncontested)	45 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	

Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks
	Issue of permission for mortgage	7 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority	ADC (G) / DC	
Home	i) Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)	15 days	Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate	District Magistrate of the concerned district/ Commissioner of Police	Commissioner of the concerned Division/ Zonal Inspector General of Police	
	ii) Renewal of Arms License (If the license is presented after every alternative cycle of 6 years, where Police Verification is necessary)	22 days i) Time for referring case to the Police by the DC Office – Two (2) working days. ii) Time for verification by the Police – Fifteen (15) Working days. iii) Time for delivery of Services by the Designated Officer after verification five(5) working days	Licensing Authority (Addl. DM of the District)/Deputy Commissioner of Police in case of Police Commissionerate	District Magistrate of the concerned District / Commissioner of Police	Commissioner of the concerned Division / Zonal Inspector General of Police	
	Service Verification (In case of Resident of Punjab)	10 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police	

Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks
	Verification for renewal Arms License	22 days i) Time for referring case to the Police by the DC Office – Two (2) working days. ii) Time for verification by the Police – Fifteen (15) working days iii) Time for delivery of Services by the Designated Officer after Verification – Five (5) working days	Additional Deputy Commissioner of Police (HQ.) of the Police Commissionerate or Superintendent of Police (HQ.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police	
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 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District	Valid reasons given by the department to increase time from 1 day to 2 days
	Demarcation of Land	30 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District	Valid Reasons given by the department for increase in no of days

Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks
	Attestation of uncontested mutations	45 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District	Increase from 30 days due to notice requirements etc.
Transport	a) Registration Certificate of vehicles (Non Transport)	21 days	Registering Authority (DTO in case of District HQ and SDM in case of sub- division)	ADC (General)	Deputy Commissioner of the Concerned District	Add days to provide for time taken by service provider etc.

ANNEXURE I

List of Notified Services (69) where modifications have been proposed (In bold)

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
1	Revenue	Certified Copies of all documents at Fard Centre level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc.	1 day	Duty Patwari or ASM of the Fard Centre	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		Certified Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is less than 5)	2 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		Certified Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is more than 5 but less than 15)	3 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		Certifies Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is more than 15)	7 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
2		Demarcation of Land	30 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
3		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

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
4		Certified Copies of all kinds of previously registered documents	7 days	Sub- Registrar or Joint Sub- Registrar (in case of Sub Tehsils)	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
5		Attestation of uncontested mutations	45 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
6		Private Partition of Land (Mutual consent of landowners)	30 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
7		Issue of Income Certificate	15 days	Tehsildar of the concerned Sub-Division	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
8	Health	Certified Copies of Birth/ Death Certificates – Corporation Cities	2 days for current year and 5 days for previous years	Local Registrar, Birth and Death of the concerned Municipal Corporation	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
9		Certified Copies of birth/Death Certificates - MC Towns	2 days for current year and 5 days for previous years	Local Registrar, Birth and Death of the concerned Municipal Corporation	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
10		Certified Copies of Birth/ Death Certificates- Rural Areas	2 days for current year and 5 days for previous years	Local Registrar, Birth and Death of the concerned District	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
11		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

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
12	Transport	a) 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
		b) Registration of 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
13		Fitness Certificate for Commercial Vehicle	7 days	Motor Vehicle Inspector	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
14		Issue of Driving License- Motor Car/ Motor Cycle	7 days	Licensing Authority (DTO in case of District HQ and SDM in case of sub- division)	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
15		Issue of Tax Clearance Certificate (for period upto 2 years from the date of application)	7 days	Section Officer, DTO Office	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
16		Issue of Tax Clearance Certificate (for period beyond 2 years	21 days	Section Officer, DTO Office	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
17		Issue of Route Permit or National Permit	7 days	Secretary, Regional Transport Authority	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
18		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

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
19		Transfer of Vehicle (if the place of registration is the same place)	7 days	Registering Authority (DTO in case of District HQ and SDM in case of sub-division)	Additional Deputy Commissioner (General) of the concerned district	Deputy Commissioner of the concerned district
20	Personnel	Issue of Residence Certificate etc.	15 days	Tehsildar of the concerned sub-division SDM of the concerned sub-division	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
21	Food, Civil Supplies and Consumer Affairs	Issue of Ration Card.	7 days	Assistant Food and Supplies Officer	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
22	Housing and Urban Development	a) Sanction of Building Plans/Revised Building Plans (Residential)	30 Days	SDO Buildings of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC
		b)Sanction of Building Plans/Revised Building Plan (Commercial)	60 days	SDO Buildings of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC
23		Issue of Completion/ Occupation Certificate for buildings	15 days	SDO Buildings of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC
24		Issue of No Objection Certificate/ Duplicate Allotment/ Re allotment Letter	21 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC
25		Issue of Conveyance Deed	15 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC
26		Issue of No Due Certificate	7 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC
27		Transfer of property in case of sale	15 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
28		Transfer of property in case of death (uncontested)	45 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC
29		Issue of permission for mortgage	7 days	Estate Officer of the concerned Authority	Additional Chief Administrator of the concerned authority.	ADC (G)/ DC
30	Local Government	Sanction of Building Plans (other than Residential)	60 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
		Sanction of Building Plans/ Revised Building Plans (Residential)	30 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
31		Issue of Completion/ Occupation Certificate for Buildings (All Categories)	15 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
32		Issue of No Objection Certificate/ Duplicate Allotment/ Re allotment Letter	21 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
33		Issue of Conveyance Deed	15 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
34		Issue of No Due Certificate	7 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
35		Transfer of property in case of sale	15 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
36		Transfer of property in case of death (uncontested)	45 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
37		Issue of permission for mortgage	7 days	Executive Officer of the concerned Improvement Trust	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
38 (a)		(a) Sanction of building Plans/ Revised Building Plans (Residential)	30 days	Commissioner of the concerned Municipal Corporation in Corporation Cities and Executive Officer of the concerned Municipal Council in Municipal Towns	Deputy Commissioner of the Concerned District in case of Corporation Cities	Commissioner of the Concerned Division
38 (b)		(b) Sanction of Building Plans/Revised Building Plans (other than residential)	60 days	Commissioner of the concerned Municipal Corporation in Corporation Cities and Executive Officer of the concerned Municipal Council in Municipal Towns	SDM of the concerned sub-division in case of Municipal Towns	Deputy Commissioner of the Concerned District
39		Issue of Completion/ Occupation Certificate for Buildings (All Categories)	30 days	Commissioner of the concerned Municipal Corporation in Corporation Cities and Executive Officer of the concerned Municipal Council in 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 in case of Corporation cities and Deputy Commissioner of the Concerned District in case of Municipal Towns

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
40		Sanction of Water Supply/ Sewerage Connection in Corporation Cities	7 days	Executive Engineer (O&M) of the concerned Municipal Corporation	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
41		Sanction of Water Supply/ Sewerage Connection- MC Towns	7 days	Assistant Municipal Engineer of the concerned MC	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
42	Rural Water Supply and Sanitation	Sanction of Water Supply Connection	7 days	Sub-Divisional Engineer	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
43 (a)	Social Security	(a)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
43 (b)		(b)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 Security Officer	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
44		Issue of Identity Cards to all categories of Handicapped persons	7 days	District Social Security Officer	Additional Deputy Commissioner (General) of the concerned District	Deputy Commissioner of the Concerned District
45	Welfare of S.C.'s and B.C.'s	Issue of various certificates like caste, OBC etc.	15 days	Tehsildar of the concerned Sub-Division	SDM of the concerned Sub-Division	Deputy Commissioner of the concerned District

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
46	Home	Registration of Marriage under Hindu Marriage Act	2 days from the expiry of 15 days notice period as provided in the Hindu Marriage Act.	Tehsildar of the concerned sub-division	SDM of the concerned sub-division	Deputy Commissioner of the Concerned District
47		Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)	15 days	Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate	District Magistrate of the concerned district/ Commissioner of Police	Commissioner of the concerned Division/ Zonal Inspector General of Police
		ii) Renewal of Arms License (If the license is presented after every alternative cycle of 6 years, where Police Verification is necessary)	22 days i) Time for referring case to the Police by the DC Office – Two (2) working days. ii) Time for verification by the Police – Fifteen (15) Working days. iii) Time for delivery of Services by the Designated Officer after verification five(5) working days	Licensing Authority (Addl. DM of the District)/Deputy Commissioner of Police in case of Police Commissionerate	District Magistrate of the concerned District / Commissioner of Police	Commissioner of the concerned Division / Zonal Inspector General of Police
48		Addition/ Deletion of weapon (if the license issuing district is the same where service has been sought)	7 days from the expiry of the mandatory notice period of 45 days as provided under the Arms act.	Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate	District Magistrate of the concerned district/ Commissioner of Police	Commissioner of the concerned Division/ Zonal Inspector General of Police

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
49		Extension of purchase period of weapon, (within permissible time period and if the license issuing district is the same where service has been sought)	7 days	Licensing Authority (Addl DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate	District Magistrate of the concerned district/ Commissioner of Police	Commissioner of the concerned Division/ Zonal Inspector General of Police
50		Registration of Foreigners (Arrival and Departure)	Immediate	Additional Deputy Commissioner of police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
51		Extension of Residential Permit of Foreigners	5 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
52		Copy of FIR or DDR	Immediate/ Online	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of the Sub division	Commissioner of Police or Senior Superintendent of Police

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
53		NOC for use of loud speakers (applicable only in case of S.D.M. obtains N.O.C. from the concerned S.H.O before granting permission)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	DSP Incharge of Sub Division	Commissioner of Police or Senior Superintendent of Police
54		NOC for Fairs/Melas/Exhibition/Sports Events etc	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	DSP Incharge of Sub Division	Commissioner of Police or Senior Superintendent of Police
55		Stranger Verification (after receiving the verification from other District/ State of which the stranger is resident)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	DSP Incharge of Sub Division	Commissioner of Police or Senior Superintendent of Police
56		Tenant/ Servant Verification (if resident of local area)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	DSP Incharge of Sub Division	Commissioner of Police or Senior Superintendent of Police
57		Tenant/ Servant Verification (if resident of other District/ State and after receiving the verification from other District/ State)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	DSP Incharge of Sub Division	Commissioner of Police or Senior Superintendent of Police

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
58		Other Verification related services	30 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	DSP Incharge of Sub Division	Commissioner of Police or Senior Superintendent of Police
59		Copy of untraced report in road accident cases	45 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
60		Copy of untraced report in cases pertaining to stolen vehicles	45 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjha Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
61		Copy of untraced report in theft cases	60 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub- division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police
62		NOC for pre-owned vehicles	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	DSP Incharge of Sub division	Commissioner of Police or Senior Superintendent of Police

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
63		Service Verification (In case of Resident of Punjab)	10 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
64		Character Verification	10 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
65		Verification for renewal Arms License	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
66		NOC for issuance/renewal of License of Arms Dealers	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police

S.No	Department	Name of Service	Given Time Limit(working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
67		Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Comditionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
68		Passport Verification	21 days	Additional Deputy Commissioner of Police (Hq.) of the Police Comditionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police
69		Verification for fresh Arms License	30 days	Additional Deputy Commissioner of Police (Hq.) of the Police Comditionerate or Superintendent of Police (Hq.) of the concerned Police District	Commissioner of Police or Senior Superintendent of Police	Zonal Inspector General of Police

ANNEXURE II

NEW SERVICES SUGGESTED BY THE RTS COMMISSION BUT EXCLUDED IN CONSULTATION WITH THE DEPARTMENTS

S.No	Department	Name of Service	Given Time Limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks
1	Colonisation	Final Account	21 days	Concerned Dealing Assistant	Deputy Director Colonisation	Director Colonisation	Limited demand. The total cases are very few. New cases are under taken by Mandi Board. No Need to Add. RTS Commission agrees.
2		Issue of No Dues Certificate	15 days	Concerned Dealing Assistant	Deputy Director Colonisation	Director Colonisation	
3		Issue of Conveyance Deed	15 days	Administrator, New Mandi, Township, Punjab	Deputy Director Colonisation	Director Colonisation	
4		Transfer of Property Rights	21 days	Administrator, New Mandi, Township, Punjab	Deputy Director Colonisation	Director Colonisation	
5		Transfer of Property Rights in Case of Death (Uncontested)	45 days	Administrator, New Mandi, Township, Punjab	Deputy Director Colonisation	Director Colonisation	
6	Cooperation/ Housefed	Re-transfer of Property	21 days	Superintending Engineer	Managing Director	Chairman/ Adminstrator	Not to be included in RTS. Cooperative Societies are private bodies.
7		Duplicate Allotment Letter	21 days	Superintending Engineer	Managing Director	Chairman/ Adminstrator	
8		No Due Certificate	15 days	Superintending Engineer	Managing Director	Chairman/ Adminstrator	
9		Permission to Mortgage	15 days	Superintending Engineer	Managing Director	Chairman/ Adminstrator	
10		Permission to Sell	21 days	Superintending Engineer	Managing Director	Chairman/ Adminstrator	
11		Re-transfer in Death Case	45 days	Superintending Engineer	Managing Director	Chairman/ Adminstrator	
12		Possession Certificate	15 days	Superintending Engineer	Managing Director	Chairman/ Adminstrator	

ANNEXURE III

Proposal received from DC Jalandhar for process simplification for Arms licence

ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਅਸਲਾ ਸ਼ਾਖਾ ਦੇ ਕਰਮਚਾਰੀਆਂ ਨਾਲ ਵਿਚਾਰ ਵਟਾਂਦਰਾ ਕਰਨ ਉਪਰੰਤ ਕੇਵਲ ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਅਧੀਨ ਆਉਂਦੇ ਕੇਸਾਂ ਦੀ ਮੌਜੂਦਾ ਵਿਧੀ ਵਿੱਚ ਕੁਝ ਤਰਮੀਮਾਂ ਕਰਨ ਦਾ ਸੁਝਾਵ ਹੈ। ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਅਧੀਨ ਆਉਂਦੀਆਂ ਸਰਵਿਸਜ਼ ਦੀ ਮੌਜੂਦਾ ਵਿਧੀ ਅਤੇ ਤਜਵੀਜ਼ਤ ਵਿਧੀ ਦਾ ਵੇਰਵਾ ਹੇਠ ਲਿਖੇ ਅਨੁਸਾਰ ਹੈ ਜੀ:-

1. Renewal of licence:-

ਮੌਜੂਦਾ ਵਿਧੀ	ਨਵੀਂ ਤਜਵੀਜ਼ਤ ਵਿਧੀ
<p>ਸੁਵਿਧਾ ਸੈਂਟਰ ਪਾਸੋਂ ਦਰਖਾਸਤ ਪ੍ਰਾਪਤ ਹੋਣ ਤੇ ਸਬੰਧਤ ਕਰਮਚਾਰੀ ਵੱਲੋਂ ਕੇਸ ਸ਼ਾਖਾ ਸਹਾਇਕ ਪਾਸ ਨੂੰ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ। ਕਿਉਂ ਜੋ ਹਰ ਕੇਸ ਵਿੱਚ ਪੁਲਿਸ ਰਿਪੋਰਟ ਲੈਣੀ ਹਦਾਇਤਾਂ ਮੁਤਾਬਕ ਜ਼ਰੂਰੀ ਹੈ, ਇਸ ਲਈ ਸ਼ਾਖਾ ਸਹਾਇਕ ਵੱਲੋਂ ਪੁਲਿਸ ਰਿਪੋਰਟ ਮੰਗਣ ਸਬੰਧੀ ਪੱਤਰ ਤੇ ਹਸਤਾਖਰ ਕਰ ਕੇਸ ਵਾਪਸ ਡੀਲਿੰਗ ਹੈਂਡ ਨੂੰ ਭੇਜ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। ਪੁਲਿਸ ਰਿਪੋਰਟ ਪ੍ਰਾਪਤ ਹੋਣ ਤੇ ਦੁਬਾਰਾ ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਕੇਸ ਲਿਖਣ ਉਪਰੰਤ ਸ਼ਾਖਾ ਸਹਾਇਕ ਰਾਹੀਂ ਸੁਪਰਡੈਂਟ, ਬਰਾਂਚ ਅਫਸਰ ਅਤੇ ਨਿਮਨਹਸਤਾਖਰ ਨੂੰ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ। ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਕੇਸ ਤੇ ਲੋੜੀਂਦੇ ਹੁਕਮ ਹੋਣ ਉਪਰੰਤ ਕੇਸ ਸੁਵਿਧਾ ਸੈਂਟਰ ਨੂੰ ਸਟਿੱਕਰ ਪ੍ਰਿੰਟਿੰਗ ਲਈ ਭੇਜ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। ਸਟਿੱਕਰ ਪ੍ਰਿੰਟਿੰਗ ਹੋਣ ਬਾਅਦ ਸੁਵਿਧਾ ਸਟਾਫ ਵੱਲੋਂ ਕੇਸ ਦੁਬਾਰਾ ਬਰਾਂਚ ਵਿੱਚ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ, ਜਿਸ ਨੂੰ ਡਿਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਚੈਕ ਕਰਨ ਉਪਰੰਤ ਸਿੱਧੇ ਬਰਾਂਚ ਅਫਸਰ ਪਾਸ ਹਸਤਾਖਰਾਂ ਲਈ ਭੇਜ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। ਬਰਾਂਚ ਅਫਸਰ ਵੱਲੋਂ ਹਸਤਾਖਰ ਕਰਨ ਉਪਰੰਤ ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਰਿਕਾਰਡ ਅਪਡੇਟ ਕਰਕੇ ਲਾਇਸੈਂਸ ਤਿਆਰ ਕਰਕੇ ਸੁਵਿਧਾ ਸੈਂਟਰ ਵਿਖੇ ਡਲਿਵਰੀ ਲਈ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ। ਇਹ ਸਾਰੀ ਵਿਧੀ ਮੁਕੱਮਲ ਹੋਣ ਵਿੱਚ ਲੱਗਭੱਗ 60-70 ਦਿਨ ਦਾ ਸਮਾਂ ਲੱਗ ਜਾਂਦਾ ਹੈ।</p>	<p>ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਅਧੀਨ ਲਾਇਸੈਂਸ ਨਵੀਨ ਕਰਨ ਵਾਸਤੇ 15 ਦਿਨ ਦਾ ਸਮਾਂ ਨਿਸ਼ਚਿਤ ਕੀਤਾ ਗਿਆ ਹੈ। ਇਸ ਲਈ ਨਿਸ਼ਚਿਤ ਸਮੇਂ ਅੰਦਰ ਸਰਵਿਸ ਮੁਹੱਈਆ ਕਰਾਉਣ ਲਈ ਸਾਹਮਣੇ ਦਰਸਾਏ ਚੈਨਲਜ਼ ਨੂੰ ਘਟਾਉਣਾ ਪਵੇਗਾ। ਕਿਉਂ ਜੋ ਇਸ ਸਰਵਿਸ ਅਧੀਨ ਕੇਵਲ ਅਜਿਹੇ ਕੇਸਾਂ (<u>If the licence is present before the expiry date and the licence issuing district is the same where the service has been sought</u>) ਦਾ ਨਿਪਟਾਰਾ ਹੀ ਕੀਤਾ ਜਾਣਾ ਹੈ। ਇਸ ਸਰਵਿਸ ਅਧੀਨ ਪ੍ਰਾਪਤ ਹੋਣ ਵਾਲੇ ਕੇਸਾਂ ਵਿੱਚ ਕੇਸ ਡੀਲਿੰਗ ਹੈਂਡ ਤੋਂ ਸ਼ਾਖਾ ਸਹਾਇਕ ਅਤੇ ਬਰਾਂਚ ਅਫਸਰ ਰਾਹੀਂ ਨਿਮਨਹਸਤਾਖਰ ਨੂੰ ਪ੍ਰਵਾਨਗੀ ਵਾਸਤੇ ਭੇਜਿਆ ਜਾਵੇਗਾ। ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਹੀ ਪ੍ਰਵਾਨਗੀ ਹੋਣ ਉਪਰੰਤ ਸਟਿੱਕਰ ਉਪਰ ਸ਼ਾਖਾ ਸਹਾਇਕ ਵੱਲੋਂ ਹਸਤਾਖਰ ਕਰਕੇ ਸੁਵਿਧਾ ਸੈਂਟਰ ਨੂੰ ਭੇਜ ਦਿੱਤਾ ਜਾਵੇਗਾ। ਉਪਰੰਤ ਵਿਧੀ ਨੂੰ ਅਪਨਾਉਣ ਨਾਲ ਕੇਸ ਦਾ ਨਿਪਟਾਰਾ ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਅਧੀਨ ਇਸ ਸਰਵਿਸ ਲਈ ਨਿਰਧਾਰਤ ਸਮੇਂ ਅੰਦਰ ਕੀਤਾ ਜਾ ਪਾਉਣਾ ਸੰਭਵ ਹੋ ਸਕੇਗਾ। ਇਸ ਵਿੱਧੀ ਵਿੱਚ ਸੁਪਰਡੈਂਟ ਡੀ.ਸੀ. ਦਫਤਰ ਪਾਸ ਫਾਈਲ ਨਹੀਂ ਜਾਵੇਗੀ ਅਤੇ ਨਾ ਹੀ ਬਰਾਂਚ ਅਫਸਰ ਪਾਸ ਦੁਬਾਰਾ ਸਟਿੱਕਰ ਸਾਈਨ ਕਰਨ ਹਿੱਤ ਫਾਈਲ ਭੇਜੀ ਜਾਵੇਗੀ।</p>

2. Addition of Weapon

ਮੌਜੂਦਾ ਵਿਧੀ	ਨਵੀਂ ਤਜਵੀਜ਼ਤ ਵਿਧੀ
<p>ਦਰਖਾਸਤ ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਮਾਰਕ ਹੋਣ ਉਪਰੰਤ ਪੁਲਿਸ ਰਿਪੋਰਟ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਸਬੰਧਤ ਕਰਮਚਾਰੀ ਵੱਲੋਂ ਕੇਸ ਸ਼ਾਖਾ ਸਹਾਇਕ ਰਾਹੀਂ ਬਰਾਂਚ ਅਫਸਰ ਪਾਸ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ। ਬਰਾਂਚ ਅਫਸਰ ਵੱਲੋਂ ਪੁਲਿਸ ਰਿਪੋਰਟ ਮੰਗਣ ਸਬੰਧੀ ਪੱਤਰ ਤੇ ਹਸਤਾਖਰ ਕਰ ਕੇਸ ਵਾਪਸ ਡੀਲਿੰਗ ਹੈਂਡ ਨੂੰ ਭੇਜ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। ਪੁਲਿਸ ਰਿਪੋਰਟ ਪ੍ਰਾਪਤ ਹੋਣ ਤੇ ਦੁਬਾਰਾ ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਕੇਸ ਲਿਖਣ ਉਪਰੰਤ ਸ਼ਾਖਾ ਸਹਾਇਕ ਰਾਹੀਂ ਸੁਪਰਡੈਂਟ, ਬਰਾਂਚ ਅਫਸਰ ਅਤੇ ਨਿਮਨਹਸਤਾਖਰ ਨੂੰ ਹੁਕਮਾਂ</p>	<p>ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਅਧੀਨ ਇਸ ਸਰਵਿਸ ਵਾਸਤੇ 07 ਦਿਨ ਦਾ ਸਮਾਂ ਨਿਸ਼ਚਿਤ ਕੀਤਾ ਗਿਆ ਹੈ। ਇਸ ਲਈ ਨਿਸ਼ਚਿਤ ਸਮੇਂ ਅੰਦਰ ਸਰਵਿਸ ਮੁਹੱਈਆ ਕਰਵਾਉਣ ਲਈ ਸਾਹਮਣੇ ਦਰਸਾਈ ਵਿਧੀ ਨੂੰ ਬਦਲਣਾ ਪਵੇਗਾ। ਅਸਲਾ ਐਕਟ ਮੁਤਾਬਕ ਲਾਇਸੈਂਸੀ ਇੱਕ ਅਸਲਾ ਲਾਇਸੈਂਸ ਤੋਂ ਵੱਧ ਤੋਂ ਵੱਧ ਤਿੰਨ ਹਥਿਆਰ ਰੱਖ ਸਕਦਾ ਹੈ, ਜਿਸ ਕਾਰਨ ਦੂਜੇ ਹਥਿਆਰ ਦੀ ਅਡੀਸ਼ਨ ਸਬੰਧੀ ਪੁਲਿਸ ਰਿਪੋਰਟ ਲੈਣੀ ਬੰਦ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਪ੍ਰਾਰਥੀ ਵੱਲੋਂ</p>

<p>ਹਿੱਤ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ। ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਕੇਸ ਤੇ ਲੋੜੀਂਦੇ ਹੁਕਮ ਹੋਣ ਉਪਰੰਤ ਪ੍ਰਾਰਥੀ ਨੂੰ ਉਸ ਅਨੁਸਾਰ ਸੂਚਿਤ ਕੀਤਾ ਜਾਂਦਾ ਹੈ। ਕੇਸ ਪ੍ਰਵਾਨ ਹੋਣ ਦੀ ਸੂਰਤ ਵਿੱਚ ਪ੍ਰਾਰਥੀ ਪਾਸੋਂ ਲੋੜੀਂਦੀ ਫੀਸ ਜਮ੍ਹਾਂ ਕਰਵਾਉਣ ਲਈ ਪੱਤਰ ਜਾਰੀ ਕੀਤਾ ਜਾਂਦਾ ਹੈ। ਪ੍ਰਾਰਥੀ ਦੇ ਫੀਸ ਜਮ੍ਹਾਂ ਕਰਵਾਉਣ ਉਪਰੰਤ ਕੇਸ ਸੁਵਿਧਾ ਸੈਂਟਰ ਨੂੰ ਸਟਿੱਕਰ ਪ੍ਰਿੰਟਿੰਗ ਲਈ ਭੇਜ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। ਸਟਿੱਕਰ ਪ੍ਰਿੰਟਿੰਗ ਹੋਣ ਤੋਂ ਬਾਅਦ ਸੁਵਿਧਾ ਸਟਾਫ ਵੱਲੋਂ ਕੇਸ ਡੀਲਿੰਗ ਹੈਂਡ ਨੂੰ ਭੇਜ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ, ਜਿਸ ਨੂੰ ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਚੈਕ ਕਰਨ ਉਪਰੰਤ ਸਿੱਧੇ ਬਰਾਂਚ ਅਫਸਰ ਪਾਸ ਹਸਤਾਖਰਾਂ ਲਈ ਭੇਜ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। ਬਰਾਂਚ ਅਫਸਰ ਵੱਲੋਂ ਹਸਤਾਖਰ ਕਰਨ ਉਪਰੰਤ ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਰਿਕਾਰਡ ਅਪਡੇਟ ਕਰਕੇ ਲਾਇਸੈਂਸ ਤਿਆਰ ਕਰਕੇ ਸੁਵਿਧਾ ਸੈਂਟਰ ਵਿਖੇ ਡਲਿਵਰੀ ਲਈ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ। ਇਹ ਸਾਰੀ ਵਿਧੀ ਮੁਕੰਮਲ ਹੋਣ ਵਿੱਚ ਲੱਗਭਗ 60-70 ਦਿਨ ਦਾ ਸਮਾਂ ਲੱਗ ਜਾਂਦਾ ਹੈ।</p>	<p>ਫਾਈਲ ਸਿੱਧਾ ਨਿਮਨਹਸਤਾਖਰ ਨੂੰ ਪੇਸ਼ ਕੀਤੀ ਜਾਵੇਗੀ ਅਤੇ ਪ੍ਰਾਰਥੀ ਨੂੰ ਨਿੱਜੀ ਤੌਰ ਤੇ ਸੁਣਨ ਅਤੇ ਦੂਸਰੇ ਜਾਂ ਤੀਸਰੇ ਹਥਿਆਰ ਦੀ ਲੋੜ ਦੀ ਸਮੀਖਿਆ ਕਰਨ ਉਪਰੰਤ ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਅਡੀਸ਼ਨ ਪ੍ਰਵਾਨ ਜਾਂ ਨਾ ਪ੍ਰਵਾਨ ਕਰਨ ਸਬੰਧੀ ਹੁਕਮ ਦਰਜ ਕੀਤਾ ਜਾਵੇਗਾ। ਜੇਕਰ ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਅਡੀਸ਼ਨ ਪ੍ਰਵਾਨ ਕਰ ਦਿੱਤੀ ਜਾਂਦੀ ਹੈ ਤਾਂ ਪ੍ਰਾਰਥੀ ਪਾਸੋਂ ਉਸੇ ਦਿਨ ਸੁਵਿਧਾ ਸੈਂਟਰ ਵਿਖੇ ਲੋੜੀਂਦੀ ਫੀਸ ਜਮ੍ਹਾਂ ਕਰਵਾਉਣ ਉਪਰੰਤ ਸਟਿੱਕਰ ਪ੍ਰਿੰਟ ਕਰਕੇ ਅਗਲੇ ਦਿਨ ਡੀਲਿੰਗ ਹੈਂਡ ਨੂੰ ਭੇਜ ਦਿੱਤਾ ਜਾਵੇਗਾ। ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਸਟਿੱਕਰ ਚੈਕ ਕਰਨ ਉਪਰੰਤ ਉਸ ਉਪਰ ਸ਼ਾਖਾ ਸਹਾਇਕ ਵੱਲੋਂ ਹਸਤਾਖਰ ਕਰਕੇ ਸੁਵਿਧਾ ਸੈਂਟਰ ਨੂੰ ਵਾਪਸ ਭੇਜ ਦਿੱਤਾ ਜਾਵੇਗਾ। ਜੇਕਰ ਪ੍ਰਾਰਥੀ ਦੀ ਅਡੀਸ਼ਨ ਕਰਨ ਸਬੰਧੀ ਦਰਖਾਸਤ ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਪ੍ਰਵਾਨ ਨਹੀਂ ਕੀਤੀ ਜਾਂਦੀ ਤਾਂ ਪ੍ਰਾਰਥੀ ਨੂੰ ਮਿੱਥੇ ਸਮੇਂ ਅੰਦਰ ਉਸ ਅਨੁਸਾਰ ਸੂਚਿਤ ਕਰਨਾ ਯਕੀਨੀ ਬਣਾਇਆ ਜਾਵੇਗਾ। ਇਸ ਤੋਂ ਇਲਾਵਾ ਇਹ ਯਕੀਨੀ ਬਣਾਉਣ ਲਈ ਕਿ ਪ੍ਰਾਰਥੀ ਵਿਰੁੱਧ ਕੋਈ ਕੇਸ ਦਰਜ/ਲੰਬਿਤ ਨਹੀਂ ਹੈ, ਸਬੰਧੀ ਉਸ ਪਾਸੋਂ ਸਵੈ ਘੋਸ਼ਣਾ ਪ੍ਰਾਪਤ ਕਰਨੀ ਯੋਗ ਹੋਵੇਗੀ।</p> <p>ਇਸ ਵਿੱਧੀ ਵਿੱਚ ਵੀ ਫਾਈਲ ਡੀਲ ਕਰਨ ਲਈ ਬਰਾਂਚ ਅਫਸਰ ਅਤੇ ਸੁਪਰਡੈਂਟ ਡੀ.ਸੀ. ਦਫਤਰ ਦਾ ਚੈਨਲ ਬਾਈਪਾਸ ਕੀਤਾ ਗਿਆ ਹੈ ਅਤੇ ਨਾਲ ਹੀ ਅਡੀਸ਼ਨ ਲਈ ਪੁਲਿਸ ਰਿਪੋਰਟ ਨਾ ਲੈਣ ਦੀ ਤਜਵੀਜ਼ ਹੈ ਕਿਉਂਕਿ ਲਾਇਸੈਂਸ ਜਾਰੀ ਕਰਨ ਵੇਲੇ ਲਾਇਸੈਂਸੀ ਦੀ ਪੁਲਿਸ ਰਿਪੋਰਟ ਪਹਿਲਾਂ ਹੀ ਲਈ ਗਈ ਹੁੰਦੀ ਹੈ ਅਤੇ ਇੱਕ ਲਾਇਸੈਂਸ ਉਪਰ ਤਿੰਨ ਹਥਿਆਰ ਰੱਖਣ ਦਾ ਕਾਨੂੰਨ ਹੱਕ ਆਰਮਜ਼ ਐਕਟ ਦੇ ਤਹਿਤ ਪ੍ਰਾਰਥੀ ਪਾਸ ਮੌਜੂਦ ਹੈ।</p>
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3. Deletion of Weapon

ਮੌਜੂਦਾ ਵਿਧੀ	ਨਵੀਂ ਤਜਵੀਜ਼ਤ ਵਿਧੀ
<p>ਇਸ ਮੱਦ ਅਧੀਨ ਦੋ ਤਰ੍ਹਾਂ ਕੇਸ ਪ੍ਰਾਪਤ ਹੁੰਦੇ ਹਨ। ਪਹਿਲੀ ਤਰ੍ਹਾਂ ਦੇ ਕੇਸ ਵਿੱਚ ਲਾਇਸੈਂਸੀ ਵੱਲੋਂ ਅਪਣਾ ਹਥਿਆਰ ਇਸ ਜਿਲ੍ਹੇ ਦੇ ਲਾਇਸੈਂਸੀ ਜਾਂ ਅਸਲਾ ਡੀਲਰ ਨੂੰ ਵੇਚਿਆ ਗਿਆ ਹੁੰਦਾ ਹੈ, ਵਿੱਚ ਸੁਵਿਧਾ ਸੈਂਟਰ ਪਾਸੋਂ ਦਰਖਾਸਤ ਪ੍ਰਾਪਤ ਹੋਣ ਤੇ ਸਬੰਧਤ ਕਰਮਚਾਰੀ ਵੱਲੋਂ ਲਿਖਣ ਉਪਰੰਤ ਸ਼ਾਖਾ ਸਹਾਇਕ ਰਾਹੀਂ ਸੁਪਰਡੈਂਟ, ਬਰਾਂਚ ਅਫਸਰ ਅਤੇ ਨਿਮਨਹਸਤਾਖਰ ਨੂੰ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ। ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਕੇਸ ਤੇ ਲੋੜੀਂਦੇ ਹੁਕਮ ਹੋਣ ਉਪਰੰਤ ਕੇਸ ਸੁਵਿਧਾ ਸੈਂਟਰ ਨੂੰ ਸਟਿੱਕਰ ਪ੍ਰਿੰਟਿੰਗ ਲਈ ਭੇਜ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। ਸਟਿੱਕਰ ਪ੍ਰਿੰਟਿੰਗ ਹੋਣ ਬਾਅਦ ਸੁਵਿਧਾ ਸਟਾਫ ਵੱਲੋਂ ਕੇਸ ਦੁਬਾਰਾ ਬਰਾਂਚ ਵਿੱਚ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ, ਜਿਸ ਨੂੰ ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਚੈਕ ਕਰਨ ਉਪਰੰਤ ਸਿੱਧੇ ਬਰਾਂਚ ਅਫਸਰ ਪਾਸ ਹਸਤਾਖਰਾਂ ਲਈ ਭੇਜ ਦਿੱਤਾ</p>	<p>ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਅਧੀਨ ਇਸ ਸਰਵਿਸ ਵਾਸਤੇ 07 ਦਿਨ ਦਾ ਸਮਾਂ ਨਿਸ਼ਚਿਤ ਕੀਤਾ ਗਿਆ ਹੈ। ਜਿਹਨਾਂ ਕੇਸਾਂ ਵਿੱਚ ਲਾਇਸੈਂਸੀ ਵੱਲੋਂ ਅਪਣਾ ਹਥਿਆਰ ਇਸ ਜਿਲ੍ਹੇ ਦੇ ਲਾਇਸੈਂਸੀ ਜਾਂ ਅਸਲਾ ਡੀਲਰ ਨੂੰ ਵੇਚਿਆ ਗਿਆ ਹੁੰਦਾ ਹੈ, ਵਿੱਚ ਕੇਸ ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਸ਼ਾਖਾ ਸਹਾਇਕ ਅਤੇ ਬਰਾਂਚ ਅਫਸਰ ਰਾਹੀਂ ਨਿਮਨਹਸਤਾਖਰ ਨੂੰ ਪ੍ਰਵਾਨਗੀ ਵਾਸਤੇ ਭੇਜਿਆ ਜਾਵੇਗਾ। ਨਿਮਨਹਸਤਾਖਰ ਵੱਲੋਂ ਪ੍ਰਵਾਨਗੀ ਹੋਣ ਉਪਰੰਤ ਸਟਿੱਕਰ ਉਪਰ ਸ਼ਾਖਾ ਸਹਾਇਕ ਵੱਲੋਂ ਹਸਤਾਖਰ ਕਰਕੇ ਸੁਵਿਧਾ ਸੈਂਟਰ ਨੂੰ ਭੇਜ ਦਿੱਤਾ ਜਾਵੇਗਾ। ਜਿਹਨਾਂ ਕੇਸਾਂ ਵਿੱਚ ਲਾਇਸੈਂਸੀ ਵੱਲੋਂ ਅਪਣਾ ਹਥਿਆਰ ਬਾਹਰਲੇ ਜਿਲ੍ਹੇ ਦੇ ਲਾਇਸੈਂਸੀ ਜਾਂ ਅਸਲਾ ਡੀਲਰ ਨੂੰ ਵੇਚਿਆ ਗਿਆ ਹੁੰਦਾ ਹੈ, ਵਿੱਚ ਪ੍ਰਾਰਥੀ ਪਾਸੋਂ ਸਵੈ ਘੋਸ਼ਣਾ ਪੱਤਰ ਲੈ ਲਿਆ ਜਾਵੇਗਾ</p>

<p>ਜਾਂਦਾ ਹੈ। ਬਰਾਂਚ ਅਫਸਰ ਵੱਲੋਂ ਹਸਤਾਖਰ ਕਰਨ ਉਪਰੰਤ ਡੀਲਿੰਗ ਹੈਂਡ ਵੱਲੋਂ ਰਿਕਾਰਡ ਅਪਡੇਟ ਕਰਕੇ ਲਾਇਸੈਂਸ ਤਿਆਰ ਕਰਕੇ ਸੁਵਿਧਾ ਸੈਂਟਰ ਵਿਖੇ ਡਲਿਵਰੀ ਲਈ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ। ਇਹ ਸਾਰੀ ਵਿਧੀ ਮੁਕੰਮਲ ਹੋਣ ਵਿੱਚ ਲੱਗਭੱਗ 20-25 ਦਿਨ ਦਾ ਸਮਾਂ ਲੱਗ ਜਾਂਦਾ ਹੈ। ਦੂਜੀ ਤਰ੍ਹਾਂ ਦੇ ਕੇਸ ਜਿਹਨਾਂ ਵਿੱਚ ਲਾਇਸੈਂਸੀ ਵੱਲੋਂ ਆਪਣਾ ਹਥਿਆਰ ਬਾਹਰਲੇ ਜਿਲ੍ਹੇ ਦੇ ਲਾਇਸੈਂਸੀ ਜਾਂ ਅਸਲਾ ਡੀਲਰ ਨੂੰ ਵੇਚਿਆ ਗਿਆ ਹੁੰਦਾ ਹੈ, ਵਿੱਚ ਲਾਇਸੈਂਸੀ ਦਾ ਵੈਪਨ ਡਲੀਟ ਕਰਨ ਤੋਂ ਪਹਿਲਾਂ ਸਬੰਧਤ ਡੀ.ਐਮ. ਤੋਂ ਵੈਧਤਾ ਸਬੰਧੀ ਰਿਪੋਰਟ ਲਈ ਜਾਂਦੀ ਹੈ। ਸਬੰਧਤ ਡੀ.ਐਮ. ਤੋਂ ਰਿਪੋਰਟ ਪ੍ਰਾਪਤ ਹੋਣ ਉਪਰੰਤ ਹੀ ਪ੍ਰਾਰਥੀ ਦਾ ਵੈਪਨ ਡਲੀਟ ਕੀਤਾ ਜਾਂਦਾ ਹੈ। ਇਸ ਵਿਧੀ ਨੂੰ ਲੱਗਭੱਗ 30-40 ਦਿਨ ਦਾ ਸਮਾਂ ਲੱਗ ਜਾਂਦਾ ਹੈ।</p>	<p>ਕਿ ਉਸ ਵੱਲੋਂ ਬਾਹਰਲੇ ਜਿਲ੍ਹੇ ਦੇ ਜਿਸ ਵਿਅਕਤੀ / ਅਸਲਾ ਡੀਲਰ ਨੂੰ ਹਥਿਆਰ ਵੇਚਿਆ ਗਿਆ ਹੈ, ਉਹ ਉਸ ਜਿਲ੍ਹੇ ਦਾ ਅਧਿਕਾਰਤ ਲਾਇਸੈਂਸੀ/ਅਸਲਾ ਡੀਲਰ ਹੈ ਅਤੇ ਉਸ ਵੱਲੋਂ ਕੱਟਿਆ ਗਿਆ ਥੱਲ ਜੈਨੂਅਨ ਹੈ। ਬਾਅਦ ਵਿੱਚ ਜੇਕਰ ਕੋਈ ਉਠਤਾਈ ਪਾਈ ਜਾਂਦੀ ਹੈ ਤਾਂ ਉਸ ਲਈ ਉਹ ਪੂਰਨ ਤੌਰ ਤੇ ਜ਼ਿੰਮੇਵਾਰ ਹੋਵੇਗਾ।</p> <p>ਇਸ ਵਿਧੀ ਵਿੱਚ ਵੀ ਫਾਈਲ ਡੀਲ ਕਰਨ ਲਈ ਬਰਾਂਚ ਅਫਸਰ ਅਤੇ ਸੁਪਰਡੈਂਟ ਡੀ.ਸੀ. ਦਫਤਰ ਦਾ ਚੈਨਲ ਬਾਈਪਾਸ ਕੀਤਾ ਗਿਆ ਹੈ ਅਤੇ ਨਾਲ ਹੀ ਡਲੀਸ਼ਨ ਕਰਨ ਲਈ ਪੁਲਿਸ ਰਿਪੋਰਟ ਨਾ ਲੈਣ ਦੀ ਤਜਵੀਜ਼ ਹੈ।</p>
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ਮੌਜੂਦਾ ਵਿਧੀ ਅਨੁਸਾਰ ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਅਧੀਨ ਇਹਨਾਂ ਸੇਵਾਵਾਂ ਲਈ ਨਿਰਧਾਰਿਤ ਸਮੇਂ ਅੰਦਰ ਇਹਨਾਂ ਕੇਸਾਂ ਦਾ ਨਿਪਟਾਰਾ ਸੰਭਵ ਨਹੀਂ ਹੋ ਸਕਦਾ। ਉਪਰੋਕਤ ਤਜਵੀਜ਼ ਅਨੁਸਾਰ ਕਾਰਵਾਈ ਕਰਨ ਨਾਲ ਇਹਨਾਂ ਸੇਵਾਵਾਂ ਲਈ ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਅਧੀਨ ਨਿਰਧਾਰਤ ਸਮੇਂ ਵਿੱਚ ਇਹਨਾਂ ਕੇਸਾਂ ਦਾ ਨਿਪਟਾਰਾ ਯਕੀਨੀ ਬਣਾਇਆ ਜਾਣਾ ਸੰਭਵ ਹੈ, ਜਿਸ ਮੁਤਾਬਕ ਉਪਰੋਕਤ ਨਵੀਂ ਤਜਵੀਜ਼ਤ ਵਿਧੀ ਆਪ ਜੀ ਸਨਮੁੱਖ ਵਾਚਣ ਅਤੇ ਸਹਿਮਤੀ ਦੀ ਸੂਰਤ ਵਿੱਚ ਪ੍ਰਵਾਨਗੀ ਹਿੱਤ ਪੇਸ਼ ਹੈ ਜੀ।

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ANNEXURE IV

Proposal of PSPCL/ Power Department

Sub: - Services to be covered under RIGHT TO SERVICE ACT

In the above context it is submitted that the services which are being mainly carried out by PSPCL in dealing with consumers in day to day working are given below in form of Standards of Performance:-

Sr. No.	Complaint classification	Standard	Compensation payable in case of violation of standard		Designated functionary to deliver the service
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
1	Normal fuse off call/complaint				
(a)	Cities and towns/ urban areas	Within 4 hours	Rs.50 in each block of 4/8 hrs	Rs.25/-	Concerned Lineman
(b)	Rural areas	Within 8 hours			
2	Overhead Line breakdowns				
(a)	Cities and towns/ urban areas	Within 8 hours	Rs.50/- in each block of 8/12 hrs	Rs.25/-	JE/Incharge of area
(b)	Rural areas	Within 12 hours			
	Breakdowns due to breakage of poles				
(c)	Cities and towns/ urban areas	Within 12 hours	Rs.50/- in each block of 12/24 hrs	Rs.25/-	JE/Incharge of area
(d)	Rural areas	Within 24 hours			
3	Underground cable breakdowns				
	Cities, towns/ urban and rural areas	Within 48 hours	Rs.50/- in each block of 48 hrs	Rs.25/-	JE/Incharge of area
4	Distribution Transformer failure				
a)	Cities and towns/ urban areas	Within 24 hours	Rs.100/- in each block of 24/48 hrs	Rs.50/-	JE/Incharge of area
b)	Rural Areas	Within 48 hours			
5	Power Transformer failure (with primary voltage upto 66000 volts)	Within 15 days	Rs.5000/- for each day of default	Rs.1000/- for each day of default	Sr.Xen/Grid Construction

Sr. No.	Complaint classification	Standard	Compensation payable in case of violation of standard		Designated functionary to deliver the service
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
6	Street Light Faults	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	Rs.100/- for each day of default	-	JE/Incharge of area
7	Period of Scheduled Outage				
(a)	Maximum duration in a single stretch	Not to exceed 6 hours in a day during the months from Apr to Oct & 10 hrs in a day during the months from Nov to March	Rs.100/- in each case of default	Rs.50/-	JE/Incharge of area
(b)	Restoration of supply	By not later than 6.00 PM			
8	Voltage fluctuations				
(a)	No expansion/enhancement of network involved	Within 2 days	Rs.100/- for each day of default	Rs.50/-	JE/Incharge of area
9	Meter complaints				
a	Inspection and replacement of slow, fast/ creeping, stuck up meters	Inspection within 7 days and replacement within 10 days of receipt of complaint	Rs.50/- for each day of default	Not applicable	JE/Incharge of area
b	Replacement of burnt meters	Within 5 days	Rs.100/- for each day of default	Not applicable	JE/Incharge of area
10	Release of new connection/additional load/demand feasible from existing network				
(a)	Release of supply	Within 30 days	Rs.100/- for each day of default	Not applicable	AE/AEE incharge of the area/ function
	Network expansion/enhancement required to release supply				
(b)	Release of supply – Low Tension	Within 45 days	Rs.200/- for each day of default		

Sr. No.	Complaint classification	Standard	Compensation payable in case of violation of standard		Designated functionary to deliver the service
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
(c)	Release of supply – High Tension 11000 volts	Within 60 days	Rs.1000/- for each day of default	Not applicable	AE/AEE incharge of the area/ function
(d)	Release of supply - High Tension 33000 volts	Within 90 days			
(e)	Release of supply – Extra High Tension	Within 120 days			
(f)	Erection of sub station required for release of supply	Within the time period approved by the Commission			
11.	Transfer of title and conversion of services				
(a)	Transfer of title and / or change of category	Within 7 days in case of LT consumer and 14 days in case of HT / EHT consumers	Rs.500/- for each day of default	Not applicable	AE/AEE incharge of the area/ function
(b)	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	Rs.100/- for each day of default		
(c)	Conversion from LT to HT or vice versa	Within 60 days	Rs.500/- for each day of default		
(d)	Conversion from HT to EHT or vice versa	Within 120 days	Rs.500/- for each day of default		
12	Shifting of Meter/Service Connection & other services				
(a)	Shifting of Meter/Service connection	Within 7 days	Rs.100/- for each day of default	Not applicable	AE/AEE incharge of the area/ function
(b)	Shifting of LT/HT lines upto 11 KV	Within 20 days			
(c)	Shifting of HT lines exceeding 11 KV	Within 30 days			

Sr. No.	Complaint classification	Standard	Compensation payable in case of violation of standard		Designated functionary to deliver the service
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
(d)	Shifting of Transformer	Within 30 days			
13	Complaints about Consumer's Bills & restoration of supply				
(a)	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	Rs.100/- for each day of default	Not applicable	ARA /RA
(b)	Reconnection of supply following disconnection due to non-payment of bills	Within one working day	Rs.200/- for each day of default	Not applicable	JE/Incharge of area

Maximum limit of compensation payable in case of violation of any Standard of Performance will be Rs. 5000/-. In case affected consumers are more than one the amount of compensation within this limit will be shared by all the claimant consumers for each notified office and this amount will be distributed equally amongst all the claimant consumers who have been awarded the compensation by the competent authority.

NOTE Under Regulation-25 the above prescribed Standards of Performance, the services are already being monitored by PSERC. During a meeting on this issue earlier, the Hon'ble Chief Secretary, Punjab had suggested that to avoid duplicity, these services may not be covered under Right to Service ACT.

SECTION II

REFORMING PUBLIC SERVICE DELIVERY SYSTEMS

Perspective

The first PGRC had dealt with some of the services in its Second Status Report. A number of recommendations are still pending for consideration and subsequent decision of the State Government. In the meantime, there have been new developments. First, there is a prospect of almost universal issue of UID in India, generally and in Punjab, specifically. This process will accelerate with the linking of most of the benefits schemes to the possession of the UID by the beneficiary. Whatever its uses and potential for improved governance and targeting in respect of various benefits, it should be quite clear that this can be an effective window for citizen empowerment as indicated later. Second, the Right to Services (RTS) Act was notified, as proposed by the first PGRC (PGRCI) and covers 69 services at present. The Working Group Report on strengthening the RTS Systems and new services to be added was submitted to the government in December 2012. Suggestions regarding adding new services were made on 'as is where basis' i.e. without taking into account issues of simplification and improvement in practices and processes and procedures which may be independently necessary. The present report deals with reforms of delivery systems, processes and infrastructure for public government interaction management.

Relevance of Context and Rules

While the generic objectives, common to most of the areas of reform (reducing waiting and delivery time, one stop service centres, on line delivery etc.) do need to be clearly enunciated, sufficient conditions for effective change can only be created through specific services, in their specific context of rules, incentives, proximate benefits, constraints and so forth. Moreover, in public services, the written rules and instructions govern the structure and delivery of public services, and how these function and some of these in many cases may need to be reframed/re-engineered for effective outcomes. This may be a more productive route rather than laying the blame on delivery agents, on informal practices and implementation while

Note: This section has been contributed by Task group on Basic Civic & Regulatory Services chaired by Shri R.N Gupta I.A.S (Retd.)

ignoring the perverse incentives which rules create sometimes. Focus needs to be on specific services rather than on omnibus solutions to be applied across the board, without taking note of the nuances and different contexts of services. Understandably there is an increased focus on delivery standards. In the process of expediting and compressing schedules of delivery, however, substantive simplifications may sometimes get ignored. We may be adopting advanced on-line systems, based on primitive, unnecessary and sometimes unfriendly processes and procedures to be completed/complied with by the citizens e.g. verification by gazetted officers, public officials etc., even in areas demonstrably not requiring the safeguards, thus necessitating in due course another bout of re-digitisation (as and when the processes are changed) and requiring another set of modifications in the e-delivery systems. *E-governance needs to be built on the foundation of process reform.*

Continuing the service specific focus outlined in the Second Status Report of PGRC I, proposals are based on services grouped as:

(a) Documentation Services

(b) Physical/Material Services

(c) Information Services

(d) Grievance Redress Services

Generally, relevance of (c) and (d) tends to be viewed in relation to specific services and transactions but these may require consideration in their own right as they do have characteristics independent of the context of specific services, and can impact all services across the board.

Documentation Services - Need based

These services namely, affidavits, area and caste certificates, income certificates, ration cards, driving licenses etc. require completion of mandatory documentation by the applicant – making an application, attaching copies of documents required (e.g. copy of identification documents such as passport, EPC and now popular the UID and so on). Some of them need physical interaction as in a test of driving skills required for a driving licence.

The State Government has accepted the first set of recommendations; affidavits have been substituted by self declarations at least at the SUWIDHA Centers. However, there is no change in respect of the process of 3rd party verification by public officials prescribed for most of the services. Once the documentation check list is completed and verification done, the balance process consists of the issue of a certificate or whatever, and the time taken can be one or two days at the most depending upon internal vetting processes. Services which do not need third party involvement for verification/witnesses pose no problem, and for example simple documents like an Identity Card or a Senior Citizen Card can be issued immediately on application. Unfortunately, some of these services have over time come to acquire a baggage of somewhat irrational processes and procedures, involving verification by public officials and intricate internal processing and vetting systems.

In case of these documentation services, simplification/re-engineering of procedures, and elimination of unnecessary requirements would mostly be in one of the following areas:

- (i) *Streamlining exogenous (outside the official network) – processes and checks in the form of verification/endorsement by public officials – Lambardar, Sarpanch, MC, Patwaris etc.*
- (ii) *Eliminating and simplifying internal processes and procedures-number of official levels and wings in the receiving and issuing offices to check, vet, verify and sign and deliver documents.*

These two areas are examined below.

1. External Processes – Verification by Public Officials

These relate to the presently prescribed processes of authentication, verification and checks by public authorities outside the control of the office/department handling the requests/issuing certificates and documents. Mostly elected councilors and members of PRI's as well as the Revenue Department officials are required to verify the correctness and veracity of citizen requests for various certificates. The procedures consume time, without necessarily addressing the problem of misuse.

(a) Dysfunctional Verification Processes

- First, there is the problem of 'conflict of interest' which is likely to affect the validity of the process of verification by elected officials. They have political interests and may have a tendency generally to endorse whatever is presented.
- Second we need to be sensitive to the degradation of citizens in the process, having to move as supplicants to different officials, all this while we raise slogans of inclusiveness and of citizens being 'Principals' for government agencies.
- Third, even under criminal law, an accused is 'presumed innocent unless proven guilty' whereas all applicants (all of them Principals!) are considered suspect.
- Four, mostly information given by the applicant to be verified is about personal matters which are not in public domain and not easily subject to verification - say of income, in case of a trades person not paying income tax.

These processes thus are in fact only a charade carried out by successive official agencies – elected and revenue officials imposing unnecessary transaction costs but unlikely to address problems of misuse for reasons indicated. Documentation and certification services are only occasionally needed, as these are universal and don't have any element of competition or supply scarcity. These services don't provide any real benefit by themselves and only expand the range of opportunities for applicants. In most of the cases, therefore, there is little reason to suspect that applicants will provide wrong information. Most of these services – area & domicile certificate, BPL ration card today - mostly create a window for, but not necessarily access to, 'end' or target services – admissions, employment etc., that means there is hardly any incentive for false declarations. There is at present little by way of risk analysis while laying down verification rules and little assessment of risk or potential for

misuse for obtaining documents - for example in issuing a wrong birth certificate vis-à-vis say an SC Certificate or a wrong BPL Card.

Probably the reason for continuance of verification practices is a status quo bias. *What has been started once, tends to continue, resulting in thousands of man hours and man days of applicants as well as officials being wasted in a futile attempt to prevent misuse in isolated cases that it would be more appropriate to leave to ex post control systems.*

(b) Options for 3rd party verification

The ideal course, therefore, appears to be to provide for self certification for most of the services, as already suggested in case of affidavits, where required, and in case the risk of misuse is considered high, one or two citizens who are properly identified (UID/EPC) can be asked to endorse, verify and support the truth of the self declaration made by the applicant. The neatness of the proposed system is that it is always possible to pin down the culpable applicant (and also the witness). He/she is after all the beneficiary of the service. A fraction of the time spent on routinised endorsements, if earmarked for post facto monitoring, may be more than sufficient.

The following, therefore, are the options in that order, depending on assessment of risk and the utility of verification processes in preventing it:

Option: I Self-Certification: in case of minimum risk or where it is not practicable to control and monitor first (delivery) stage misuse.

Option: II Self-Certification supported by third party: one or two citizens with photo ID (EPC/UID/passport) - for high risk and misuse prone services.

Test checks can be carried out on random basis and analysis of data of service delivery.

Option: III Continue present system of third party verification by officials: Even for services where public official verification is considered necessary, eliminate disparity in case of rural areas by providing verification only by elected officials, as in case of municipal committees thus saving rural applicants from unnecessary transaction costs of double jeopardy – verification by revenue officials as well as other elected officials (e.g. Sarpanch).

We would strongly recommend only **Option I & II** and are reasonably sure that these will work better and be relatively complaint free.

A false declaration by citizens entails the same penalty as a wrong affidavit under Section 199 & 200 of the IPC as explained in the report of the 1st PGRC. *It is recommended that certificates such as residence/area, senior citizen, dependent and similar certificates and endorsements should be issued on the basis of self declarations provided by applicants. SC/caste/ration/income certificates which provide a higher range of benefits can be issued, if supported by one properly identified citizen, preferably holding a UID.*

In addition as indicated above, applicants need to be allowed to get the verification process completed themselves prior to submission of applications as is the practice at present, even in the limited cases (we don't visualise any) where it is decided to continue the present practice of verification by public officials. This will also make the delivery seamless and certificates and documents can be issued the same day. This will simplify delivery mechanisms in the case of over 90% of services which mainly are confined to issue of documents rather than physical delivery.

2. Internal Procedures and Processes

(a) Competence to Approve & Authorise Issuance of Documents

The second issue apart from third party verification, concerns the processing and checking levels starting from the front office to the upstream officers authorized to approve and to issue. Officers competent to issue and sign the certificates are generally located away from the single service front desks. Generally Government rules provide for an officer having a gazetted status to sign the certificate. This appears to be a wasteful practice and simply leads to multiplication of levels through which the papers transit without any value addition. *Powers need to be given to the lowest level feasible and practicable, located as close to the front window as possible (the well known principle of subsidiarity).* This will allow officials like the Tehsildar, who keep on signing bundles of certificates received from the SUWIDHA centres, to attend to more important work for the public. A caste certificate for example is sent physically by SUWIDHA centres to the Tehsildar office and issued only on receipt of the

'file'. This takes an extra 2-3 days apart from courier costs (Obviously, paid by the applicant), entries in 'receipt' and dispatch registers on both sides and so on.

There is another additional reform which will help in the process. At present except for some SUWIDHA Centres where the officers, the Magistrates/Tehsildars are physically present, most of the other Single Window centers have to transmit documents physically to the authorities competent to sign the documents, say a Tehsildar in case of an S.C. certificate. Unless this process is changed the idea of simultaneous or same day receipt of application and delivery of service will remain a pipe dream, as it is difficult to complete this courier process within the same day.

These documents do not permit of any discretion on the part of the issuing authorities. Once the documentation is provided and the form filled in, and self declaration, UID holder third party attestation etc. completed, it has to result in automatic issue of documents and signing the formal document / certificate does not involve any discretion or application of mind.

It is therefore, recommended that in all cases handled at the SUWIDHA centers the process be streamlined by authorising and giving powers to a designated officer in-charge of a SUWIDHA centre to sign and issue such certificates.

(b) Administrative Vetting & Scrutiny of Applications

Apart from delegation of authority to issue the certificate/document, the other issue is the number of levels for scrutinising documents within the official hierarchy. Most of these are simple transactions having simple compliance requirements. 'Staring' at these documents, filed by the applicant, for a longer period or by more than one pair of eyes is not going to make any difference!

In addition what is required as also recommended in the section on the RTI is to display on the departmental and other web sites of agencies handling the services, a checklist for applicants, standards of services including the time lines for delivery etc.

It is envisaged that once this system of declarations supported by third party verification from citizens holding UID and mostly in knowledge of the applicants' circumstances is

adopted, *it will make the process of one stop one visit delivery a reality.* Thus for example in case of an S.C. certificate, all the applicant would need to do is fill up the form, make the declaration and produce a citizen holding the UID before the appropriate authority - SUWIDHA Centre/ Tehsildar etc. to be issued a certificate on the same day.

This system can be used for all the documents issued by the Revenue and District Administration including S.C. certificates, Income certificates, Ration cards, and similar other high value certificates - practically all the services that at present create a substantial problem of transaction costs of time and money. It is estimated that currently these involve 2-3 man days lost in waiting and visiting apart from the ancillary costs of locating a Patwari, a Sarpanch and so on. This will save transaction and opportunity costs of about Rs.200 crore in Punjab alone (assuming Rs.500 per application). In addition Government will save substantial costs of time of the officials spent in fruitless processing which mostly involves uninformed and ritualistic verification.

Recommendations: Documentation Services

Based on the analysis, our proposals for documentation services based on self regulation principles are on the following lines:

- **Self Declaration - Affidavits/Residence/Area/Senior Citizen/similar certificates**

Self declarations of applicants should be accepted in routine, in place of sworn affidavits except where the latter are required by law. UID/EPC should be considered as sufficient identification. Third party verification should be dispensed with.

- **Self-Attestation of Documents**

Citizens should be allowed to make self-attestation of the copies of documents required as supporting evidence.

- **Citizen Friendly Verification - Income, Ration Card/SC Certificates/other documents (where self declaration not considered adequate)**

The process of verification by the Revenue officers/Sarpanch in rural areas and by the Municipal Commissioner in urban areas should be discontinued.

In place of verification by these officials who lack the necessary information and may not be able to make proper verification due to political and other reasons, for most of the services, self-declarations supported by UID/EPC holder/properly identified citizens known to the applicants should be accepted.

- **Empowering SUWIDHA Centres to issue certificates, eliminating transit time and costs**

Documentation Services - Service specific reforms

Keeping in view the broad approach to reforms as indicated in the previous section some of the important documentation services and reforms therein are discussed in this section. These cover, in addition to recommendations above, some service specific issues.

Registration of Births and Deaths

This area was also covered exhaustively in the second report of PGRC (Chapter 3). The recommendations regarding change/addition of the persons/authorities to be notifiers/local Registrars have been accepted. Some of the other issues are dealt with below:

- i. **Simplifying the process of name entry** - At present this entails two processes - one for birth entry at the time of delivery and one for entry of the name. The problem arises due to cultural/religious traditions as most of the families do the naming ceremony after one month. In fact in some of the states in the South it may be after 6 months of birth. Considering this problem, it is recommended that registration of birth should be permitted in routine and without any levy of late fee upto a period of 3-6 months. While technically this matter relates to a Central Act, we feel that the State Government can implement this reform through administrative instructions/rules, waiving late fees, upto 3 months and thus making it simpler for families and notifiers (ASHA) to record a composite birth entry i.e. birth entry and name through a single transaction. In fact, most countries have made simultaneous entry of birth and name mandatory and extension by 3 months will smoothen the switchover and compress the two processes.

- ii. **Registration of Births after one year** - Accept affidavits as provided under law in cases where registration is done after one year and discontinue the present informal practice of requiring the applicants to provide various supporting certificates from Hospitals, Midwife, Sarpanch etc. This only leads to more transaction costs without eliminating misuse of parties who may have considerable incentives in creating a wrong birth record.
- iii. **Authorisation for Issuance of Birth Certificates** - It is suggested that SUWIDHA Centers that have access to digital records should be empowered to issue the certificates by vesting necessary powers of Registrar/Additional Registrar on officers designated by the Deputy Commission only for this purpose. This will eliminate the time involved in transit i.e. sending each file to CMO office and back. The application need not be sent to the District Registrar's office, nor be signed by the District Registrar. This could make the process a matter of one-day delivery. Of course, as and when web based on line delivery system are established, this will not be necessary.

It is, therefore, recommended that:

- *Late fees should be waived for Registration of Births if reported within 3 months of the birth; this will enable simultaneous birth and name entry.*
- *SUWIDHA Centers should be authorised to issue certificates of birth, in cases where they have direct access to digital records of births.*
- *In case of delayed applications for registering births post one year, certificates should be issued on the basis of affidavits (or self declarations as and when the latter can be substituted for the former) without additional authentication, if the application is filed within 10 years of birth.*

Civic Services

Approval and Sanction of Building Plans/Water Supply and Sewerage Connections

Two main areas of approvals and sanctions are covered. The rationale is given in detail in the 1st PGRC report. These are based on assessment of the incentives of parties who build houses and irrespective of regulations are interested in their own safety. The regulations are

formal as one can always make any change required after the charade of visits and inspections before granting permission. The focus of enforcement should be on public/neighbourhood aesthetics and hygiene rather than internal architecture and space utilisation.

Recommendations

New Construction/Approvals and Permissions

- *Registered architect/draftsman to be responsible for compliance with rules.*
- *Architect certificates to be accepted for three storey buildings upto one kanal (or any other condition considered appropriate) for issue of sanction.*
- *Only one certificate after completion (completion/occupation certificate) should be necessary.*
- *Architect certificates to be accepted for three storey buildings upto one kanal for issue of Completion Certificate.*
- *Bye Laws be revised to give autonomy for internal planning – space use/size of rooms/toilets etc.*
- *Revised plans to be necessary only for material e.g. building line/frontage changes/zonal restrictions.*
- *Post construction inspections before issue of completion certificate to be dispensed with in cases, where automatic approval is given.*

Water and Sewerage Connections

- *Water and Sewerage connection to be sanctioned for new approved buildings on the day of application.*
- *Prior site visits to be discontinued.*

New initiatives: Citizen facilitation, Earthquake Proofing/Rain Water Harvesting/Solar Heating

At present, even the staff of the most of the MC's seem unaware of the basic planning and technical features and hardly in a position to advise, let alone monitor.

- *State Government to prepare simple pamphlets/instructions containing brief requirements, obligations of owners and builders and simplified technical details/design for earthquake proofing, rain water harvesting and solar water heating systems. Information to be put on the website.*

Public Services - Transport Department

Most of the recommendations made in the first PGRC report have been accepted. The main areas on which action is still required are the following:

Registration Certificate

The process of issue of registration certificate by the dealers has been adopted in Punjab. The main reform required is abrogation of the practices of 'passing' new vehicles through a routine inspection. Reputed manufacturers are suppliers of the vehicles and the process is pointless now though justified when started, in the absence of standardisation and codes.

Driving Licences

At present, the main problem is the crowding of applicants and time spent waiting for physical evaluation of skills. Mostly money or approach is the quicker and efficient solution. Acquiring driving skills is, therefore, a casualty.

It is proposed that:

- A system of certification/accreditation of Driving Schools may be initiated and generally the certificate of driving skills issued by these schools should be accepted as prima facie evidence.
- Candidates may produce Driving Skill certificates issued by authorised training schools. These need not be accepted as conclusive evidence but will simplify the process and time taken by the officials of Department of Transport in having to test the skills in each case for which they rarely have adequate time.
- Brief pamphlets/documents that may be available on sale should be prepared and handed out to all applicants (who can be charged for the same) indicating the areas on which they will be tested during the prescribed physical examination.

- Till the system of authorisation of the Driving schools is in position, volunteers can be harnessed for testing the driving skills (e.g. Government vehicle drivers). The aim should be to give each applicant an appointment and not make a candidate wait for more than say 3 hours.

Commercial Vehicles - Fitness Certificate

The Public experiences immense delay and harassment besides incurring transaction costs and falling prey to corruption. The number of MVIs is inadequate and there is no prospect of the deficiency being made up. Authorised service stations need to be approved for the said purpose and allowed to charge a certain fees. They have the proper equipment for testing the vehicles manufactured by companies whose vehicles they are authorised to handle. Guidelines could be provided by the Department of Transport. Fitness certificates can be issued by competent authority once the verification by an authorised dealer is made available by the applicant.

Recommendations

Registration Certificate

- *Complete the process of issue of registration certificate by Authorised Car Dealers.*
- *Discontinue ante diluvon practice of 'passing' new vehicles prior to issuing of registration certificate.*

Driving Licence

- *Introduce accreditation of driving schools for certifying driving skills.*
- *Reduce time for completion of driving test processes to a norm of 3 hours if necessary by engaging volunteers.*

Commercial Vehicles Fitness Certificate

- *Accept test/fitness certificates given by authorised dealers of vehicles, for issue of official approval/certificate.*

Registration of Marriages

Under the Compulsory Registration of Marriages Act, every marriage is required to be registered. So far this Act has not been adopted in the State of Punjab. There are, however, a large number of requests being filed before the notified officers as also the SUWIDHA Centres for this purpose (number). At present the process, despite best efforts, reportedly involves substantial informal payments in many cases. One of the reasons appears to be the informal practice, not provided under law, of insisting upon the presence of both parents of the parties as also imposition of other conditions such as photographs of marriage. Some of these conditions may be difficult to comply for a couple especially presence of parents of both the parties, generally due to problems of the parties residing at different places.

The processes need to be simplified by bringing these in line with the legal provisions that provide for memorandum/photographs to be given by both the parties and production of a witness each on the groom and the bride side. *Of course, one of the parents from each side can always be a witness in addition to any other relatives.*

It is recommended that:

- *Regulation of marriages: In all cases where applications are filed for registration of a marriage under this Act, application/memorandum containing particulars as required under law, along with photographs of parties should be considered adequate and the requirement of presence of parents of parties be dispensed with.*

Revenue Department

We consider some simple reforms and changes that are essentially non-controversial and have win-win outcomes.

(a) Registration of Sale/GPA Deeds

Process of registration of sale deeds has been simplified in Punjab. In fact in most of the other states, it is possible to have the registration done on the day of presentation even though it might take practically the whole day and the experience may not be a pleasant one. The risk (of fictitious persons posing as sellers) has been greatly reduced by the provision of digitisation of the deeds along with scanned photographs of the concerned

parties and witnesses. It is understood that a proposal for outsourcing the process of registration on the lines of passport service, is under consideration of Punjab Government. Undoubtedly, that will improve chaotic conditions encountered at present by the applicants.

Government of Punjab has also reduced the discretion of Registration offices and the registration process by removing ambiguity regarding cost of construction. Now cost of construction is calculated as a function of collector rates (10% of collector rate for the ground floor and so on).

There are, however, some additional reforms that need to be undertaken to:

- (a) address the problem of bogus registrations done by people carrying fictitious powers of attorney, and
- (b) tackle problems of ambiguity in collector rates of land

Addressing Misuse of GPA

Regarding the first, it may be appropriate to provide that for all registrations of general power of attorney, photographs of the executor and holder of POA will be affixed on the POA document in the same way as is the case for registered sale deeds. *This problem of bogus POA's is one of the major components causing insecurity of property rights in Punjab especially for the NRI's and the common man. In fact, a substantial percentage of POA's are held by the property dealers, distorting property markets. This is also the main instrument used for dispossession/denial of rights of the rightful owners.*

The option of imposing duty of 1% to 2% on such deeds is not likely to deter such misuse as the stakes are high and this is not likely to be a deterrent though no doubt it can add substantially to revenue and can be taken up as a resource measure. The problem that we are concerned more with is of fictitious persons posing as owners of property and getting POA's in favour of their friends etc. This is a serious problem and the main weapon in the hands of the land mafia. Stories of such POAs being used to browbeat absentee/vulnerable owners are common knowledge. Probably a combination of some stamp duty and an unquestionable identity proof of owner/holder listed in the deed (passport detail; UID/EPC etc.) along with record and scanned photograph kept on record will go a long way in

eliminating property insecurity in Punjab. At present, as a survey conducted by IDC found, over 80% of people in rural areas feel insecure about the property they own.

Collector Rates

The second issue is of defining areas clearly to remove doubts about the location of a particular plot/unit within a particular rate zone and consequently ambiguity in the collector rate applicable to it, an issue covered in the previous report of the PGRC as well. Zones for collector rates should be clearly and unambiguously defined.

Registration of Mortgages for Agricultural Loans

There is one additional issue that will make life of many farmers much easier, by simplifying and reducing transaction costs incurred by them on taking crop loans – generally twice a year. The problem is that while hypothecation of land to be mortgaged as security is exempted from stamp duty, registration is still compulsory. One can imagine unnecessary transactions that take place every year as a vast number of farmers are involved in the process and the execution i.e. visit offices, providing witnesses etc. can cost Rs.1000 to Rs.2000 for each registration. The alternative of deposit of title deeds is not available to most of the farmers as only land records entries carry proof of their title. Revenue Departments are aware of the problem but surprisingly it continues even after so many years and is ironical since this was exempted during the British rule for agriculture loans under the Agriculturist Loans Act.

Recommendations

GPOA

- *Mandating affixing/keeping record of photographs of executor and attorney holder on the GPOA (General Power of Attorney) document and keeping record of copies of ID of both parties (UID/Passport/EPC).*
- *Imposing nominal stamp duty (½%) on GPOA document registration.*

Collector Rates

- *Clear demarcation of zones for differential Collector Rates.*

Registration of Mortgage Documents for Crop Loans

- *Amend law to allow mortgage deeds to be executed without registration.*

Income Certificates

This has been covered at length in the 2nd report of the 1st PGRC and detailed proposals given and are being mentioned here briefly. Mainly, the suggestions are:

- **Uniformity in Income Criteria across different Departments/Clients**

Income certificates are required by different departments for different purposes and specific income limits are prescribed. For example there are separate income criteria for exclusion of the 'creamy layer' of SC castes for employment, scholarships to minorities, BPL cards, State Government subsidised food grains, admissions to education institutions and so on. There needs to be feasible uniformity across departments in this respect.

- **Liability of Applicants for incorrect Facts/Information**

While providing self certification supported by an identified citizen, it should be made clear that the applicants are liable along with identified/UID holder who certifies the correctness of the self declaration by the applicant and facts stated.

- **Uniformity in Design of Application Format**

Some changes in the design of application and procedures will be advisable:

(a) Format adopted for an application for income certificate should be uniform across departments.

(b) **Mandating Quantification/Details of Income:** Quantification/details of income are necessary and complete details need to be insisted upon. The present practice is limited to bland statements like "my income from all sources does not exceed Rs.1000 p.m. (in case of old age pension). *Detailing of income to be provided will make it difficult for an applicant to make false statements that are logically consistent.* Prescribing details is a

simple route to eliciting facts, as anybody who tries to fudge an Income Tax Statement knows, so reliable that IT Department has stopped even asking for copies of documents.

- (c) **Norms for Agriculture Income:** Assessing income of agricultural land is a problem. Parameters for the same were indicated in the 1st PGRC report i.e. Rs.10,000/- income per acre as the standard for irrigated land and Rs.5000/- per acre for non-irrigated land. On this basis there should be no difficulty in the applicants giving details of the land they possess and calculate themselves net income from the agriculture holding.
- (d) **Criteria of per Head Family Income Norm:** Last, to make per head income as the basic criterion for all schemes as the number of family members is a material factor in determining adequacy of income for a family for any purpose. For example the criterion of Rs.30,000/- family income in Punjab for subsidised rations can be indicated as Rs.6000/- per head/. The common format at the end of the section is recommended for adoption by the State Government in respect of all departments. This will facilitate self-completion of forms, without any middleman, even though assistance may be required for the calculation.

Recommendations

- *The format (Annexure to this section) should be adopted for an income certificate application by all the agencies/departments of Punjab government that require an Income certificate - pensions, school admissions, SC/minorities students for scholarships etc.*
- *All the fields of the application form should be made mandatory including details of different sources of income.*
- *Criteria for family income should be per head capita and not total family income.*
- *Government should indicate norms for determining net agriculture income as suggested.*

- *Family should be defined clearly to avoid ambiguity.*
- *Self-declarations supported by a citizen having UID or other acceptable identification should be accepted in place of the present practice of verification by public officials i.e. elected or otherwise.*

Physical/Material Services

Unlike contingent services, that are rarely denied and where delivery problems mostly relate to transaction costs, these are meant to provide monetary and material benefits, to targeted groups. Examples are stipends and scholarships, concessional rations for the poor, old age pensions etc. The channels and processes for delivery can result not so much in transaction costs (the main cost is waiting, apart from the risk of exclusion) as in imperfect or delayed or partial delivery, due to complex bureaucratic layers and systems and leakages due to lack of demand side incentives (generally there is no cost to beneficiary).

There is need to develop self correcting mechanisms and participatory monitoring through developing appropriate Applications and Software and clear and unambiguous single window complaint as well as reporting systems for the problems of the beneficiaries, whenever they choose to complain. Reform of physical/material services requires examination of the total context of individual services but there are two common aspects which if attended to, can drastically improve delivery efficiency and effectiveness of these services. These are:

- (a) Information and transparency about service delivery standards and
- (b) Clear complaint redress systems.

These have been addressed later as both imparting of information and grievance redress needs to be treated as generic public obligations of government, independently of their need for different services. There are, however, some additional issues that need to be addressed for specific services and these are indicated below.

Social Security & Welfare Services

These services cover direct monetary transfers, pensions and similar social security schemes as well as different schemes targeted at S.C. beneficiaries/minorities etc. The recommendations are indicated below.

Income Criteria and Process for Income Verification

To the extent possible, the income criteria for various entitlements, scholarships, loans, other grants should be uniform, expressed in terms of family income per head. It is true that one has to accept different criteria for the Govt. of India schemes to avail of the same but even in respect of the State schemes, there is wide and somewhat irrational diversity in terms of income criteria.

It is suggested that the pragmatic criterion of per head capita income of Rs.6000/- P.A. - based on the accepted Rs.30,000/- annual income for the subsidised food grain scheme - should be accepted for all state Government schemes for socially and economically challenged groups. The recommendations for system of assessment of income have been given (See Section – Income Certificates) and the same need to be followed. 3rd party verification by public officials - Patwari/Sarpanch/Municipal Commissioners - should be substituted by user friendly citizen certification, through citizens known to the applicant but holding UID or otherwise properly identified.

Mode of Payment

Payment of all assistance should directly be credited to beneficiary bank accounts.

Old age Pensions

The present practice of certification of age by medical officers needs to be discontinued instead data available in Electoral Rolls that indicate the age of the voter should be accepted. It seems that UID cards also carry this information and that could be used as an alternative in due course. The rationale for this proposal has been given in earlier reports. Income and age can be made subject to user friendly endorsement from neighbours/citizens known to applicants as indicated above.

Digital Records of Beneficiary Identity

At present there is no practice of affixing photographs on the application and digitisation of data of beneficiaries including digital records of photograph scans. This practice should be initiated to curb misuse and data displayed on department websites or at least maintained properly in place of manual records. In due course when UIDs become universal, the sanction could be linked to the identity supplied by the card.

Recommendation: Social Security and Welfare

Income criteria

A standard criterion for per head income (of Rs.6000/-p.a. recommended) for the family should be adopted for all pensions including widow, old age etc.

Old Age Pensions and Similar Schemes

- *Maintain digital records including photo scans of beneficiary identity to prevent fictitious claimants.*
- *Discontinue medical reports for proof of age; accept evidence of electoral roles.*
- *Prescribe standard Income Certificate application Proforma (Annexure Section II).*

Transparency- Information Services

As information services are covered under the RTI Act, the section deals in detail with the same and specifically highlights issues relating to redesigning information relevant for documentation and material services.

Imparting of information needs to be considered a public service and is probably necessary, irrespective of nature of a specific service. Some of the basic issues in information services related to the RTI Act are indicated below.

Major Issues and Problems

- (i) **Neglect of Citizen Information needs:** Most of the information needs of applicants as assessed through a PGRC survey can easily be addressed through imaginative

anticipation and disclosure of appropriate information. Mostly these relate to budget and expenditure of government departments, details of recipients of government grants and assistance and norms and procedures for citizen services - all areas of information on which the law already requires information to be disclosed. Unfortunately, a perusal of various department websites show that the display is somewhat mechanical, not in line with citizen needs and the display formats poorly designed.

- (ii) **Dysfunctional PIO's:** In most of the departments, the PIO system is dysfunctional, imposes very high transaction costs in terms of time and money therefore, unable to provide meaningful and effective access to citizens. Transaction costs can be 30 times the official tariff (fees) for obtaining information. These would be much more if one adds opportunity cost of time - approximately equivalent to wages for 2 working days on average. The system imposes disproportionate costs on citizens who may not have enough money or influence to delegate the activities involved in filing applications/collecting information. The basic problem in the administrative/geographical distance between the PIOs and the custodian of information (some departments need to be examined).

Aligning Mandatory Disclosure Provisions with Information Needs – Information Protocols

The provisions of RTI Act are comprehensive and encompass areas of information that are static and routine as well as information of vital interest to individuals and communities.

However, need imaginative presentation and packaging to align with, information requirements of citizens and to make such information 'stick'!

Keeping also in view the present preponderance of requests relating to land, budget/expenditure, contracts/purchase of goods by the public authorities, subsidies and other assistance given especially under social security, *it is suggested that the format of information to be displayed compulsorily by different departments should be reviewed in respect of areas of interest to the citizens, ambiguity removed and standard presentation modules/protocols/formats prescribed through rules/instructions for display of information as indicated below.*

- (i) **Mandatory disclosure of Rules, Statutes and Instructions**

As per section 4 (i) (b) (v) requires all departments to disclose rules/statutes and instructions etc. These are rarely updated and the presentation is chaotic besides not being classified properly. The departments need to suitably classify them as (a) personnel; (b) financial and (c) specific major citizen related services and (d) programmes.

(ii) Mandating Disclosure of Information on Budget/Expenditure

There is a need to devise a common format keeping in view citizen expectations and requirements. It is generally well known that staff salary is a fixed cost and details thereof may not be of much use. It is the capital and non staff expenditure for which generally information is required and requests are filed. However at present details are not made available. It is suggested that each department/public authority should amalgamate staff related expenditure but give details of expenditure on non staff items/programmes/schemes – capital or revenue - costing more than a specified amount (say more than Rs.10 lacs). The format proposed is indicated in the Table below. Thus for example in case of Social Security department, yearly estimates/expenditure for widow, old age pension etc. would be given separately.

**Table 1
Proposed Budget format – disclosure under Section 4(1) (b) (xi)**

1 Budget items/schemes	2 Estimates current year	3 Actual expenditure previous year
Total budget of the department/agency		
Total staff salaries and staff related expenditure		
Total non staff budget (Capital & Revenue) (Rs.)		
Details of non staff expenditure (all items more than Rs.10 lacs)		
(a) Capital		
(i)		
(ii)		
(iii)		
(b) Revenue		
(i)		
(ii)		
(iii)		

**(iii) Mandatory disclosure of information on recipients of Concessions/ Disbursements
Section- 4(1)(b) (xii)**

This requires details of concessions, lease, allotments etc. to be given by the departments. At present this is not being disclosed. The list of beneficiaries in appropriate format need to be displayed in all these cases and of course, the first step is to digitise this information along with photographs. The information can be updated/uploaded monthly and annually if not in real time. In case of pensions and other such individual oriented grants and payments for example, the information can be displayed in the following format [Tables 2 & 3] for pending applications and for sanctioned cases, classified village, sub-division and district wise. Such details will cover areas like ‘shagun’ scheme, widow and old age pensions, green ration card and all other such categories where inclusion is not universal and involves cash or kind payments as entitlement or subsidies.

**Table 2
Proposed Format – Disclosure under 4(1) (b) (xii)
Grants/payments under each scheme (e.g. Pensions, BPL Card) Sanctioned Cases**

Name of beneficiary	Address (Village, Tehsil, District)	Date and month of sanction	Remarks
Total number of beneficiaries			

**Table 3
Proposed Format
Grants/payments under each scheme (e.g. Pensions, BPL Card) Pending Cases**

Name of beneficiary	Address (Village, Tehsil, District)	Date of application	Why pending
Total pending applications			

(iv) Mandatory disclosure of information - Contracts/Purchase of goods and services

One of the main areas of information in demand relates to works and goods contracts and purchase of goods and services. No department provides any information on this though this is required to be done under “disbursements”

[Section 4 (1) (b) (xiii)]. This will supplement the government initiatives already taken in respect of e-tendering and extend the scope of that transparency to the process of execution of contracts. This needs to be provided in the format below [and Table 5 in - annexure].

Table 4

**Proposed Format – Disclosure under 4(1)(b)(xiii)
Contracts/Purchases (limits to be specified)**

Description of purchase/ contract	Estimated cost	Details of bidders and price quoted	Contract price and party selected	Date of final payment

(v) Mandatory Disclosure - Norms and Standards of Service

Major weapon for improving physical service delivery is to set service standards, for instance of time, and to provide public information on the same. This would be very relevant for areas like sanction of scholarships, pensions, etc. to vulnerable groups, apart of course from the documentation services required by most of the citizens. It will help if in addition, service standards mostly of time are mandated under the RTS Act as has been proposed in the report already given to the Government.

Section 4 (i) (b) requires norms of various services provided by the PAs to be disclosed. At present this is not being done. Quite simply, this means display of citizen charters containing *check lists, standards of service* such as *response time for service delivery* as fixed under the RTS Act or as voluntary codes and the office handling grievances.

(vi) Standard Modules for Mandatory Disclosure of Information

Annexure at the end of the section gives an abstract of the suggested guidelines for convenience of various departments of the government and provides an indicative list of changes to be made in the present pattern of disclosure of information by the departments, based on the areas of focus of citizens currently – self interested as well as public spirited. Additional/new information can be provided by the

government in discussion with the SIC as the nature and dimension of requests will never static and would need to be reviewed from time to time.

The following Table provides the proposal for protocols under mandatory disclosure.

Table 5

Recommendations on standard modules for mandatory disclosure

1 Provisions for disclosure – Section 4	2 Suggested Information Protocols	3 Present status/remarks
<i>(iv)</i> the norms set by it for the discharge of its functions;	Citizen/client charters- check lists, service standards - for major services to be provided by the departments/PAs.	Service specific information not provided.
<i>(v)</i> the rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;	These need to be updated at least annually and suitably classified to be user friendly – programmes, personnel, citizen services and financial etc.	Generally being done but not updated. These need to be properly classified by all departments. Now even employees don't have access to updated information/ records and <i>display on website will help both the public and employees</i> and save expenses on printing and manual updating.
<i>(vii)</i> the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;	Specific information about any mechanism or institution for consultation and a copy of orders thereon.	Not being done at present.
<i>(xi)</i> the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;	Information to : (a) be provided annually; (b) to indicate at least 2 years profile with actuals for at least one year; (c) budget figures for staff related expenditure and all other expenditures; (d) expenditure on major capital/non staff items exceeding a specified amount (say Rs.10 lacs)- (table 2).	The format of disclosure by most of the departments is inadequate for proper appreciation of income and expenditure/budget. <i>Most of the departments do not provide actual expenditure and items</i>

		<i>are not properly classified.</i>
(xii) the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;	All departments dealing with cash or kind disbursement to individual/organizations outside the government to provide information on: (a) actual/proposed annual expenditure, and physical numbers covered; (b) provide/ indicate the website, on which details of each beneficiary are provided. (Tables 3 and 4)	Not provided at present.
(xiii) particulars of recipients of concessions, permits or authorisations granted by it;	All departments to provide information on: (a) annual expenditure, and physical numbers covered; (b) provide/ indicate the website on which details of each licensee etc. are provided; (c) work contracts/ purchase of goods and services above a specified amount- say Rs.10 lac to be covered and information provided as per format at table 5.	No worthwhile information provided at present.
(xvi) the names, designations and other particulars of the Public Information Officers;	-	Suggestions regarding appointment of PIOs given separately-table 7
(xvii) such other information as may be prescribed;	-	This should be annually reviewed and instructions issued for additional information to be provided.

Relevant jurisdictions for disclosure of information - District and the State

Historically the two major administrative jurisdictions common across all states including Punjab are namely, state and districts. Whatever the status in respect of data at the tehsil/block level for purposes of the RTI, the data at least for the district and for the state need to be displayed in the modules indicated – the district level data covering its own jurisdiction whereas the state level data and information would be composite for the state as a whole.

Annual Review of Disclosed information

The 2nd ARC has had suggested that Central Government should find a way to remove the problem of lack of any agency to review the status and make changes, rather than mechanically following the basic provisions of the law. The RTI Act in the UK provides for annual discussions by the Information Commissioner with the departments to review the disclosed information and make changes in the formats/contents based on an analysis of the applications received. This practice at the state level would go a long way in anticipating the needs of the citizens and other organisations. Fortunately the state (unlike the GoI) has a nodal Information Department that can coordinate this exercise and annual guidelines can be issued in light of the experience under the guidance of the SIC under Section 4 (1) (b) (xvii).

Minimising Transaction Costs

Remodeling System of RTI officials' appointment

One major concern is the excessive costs in terms of time and money imposed on the applicants (on an average over 30 times the direct cost). This definitely acts as a dampener for ordinary citizens who may wish to but avoid starting this process for fear of these costs. This needs to be done through re-visiting the practice of appointment of PIOs and Appellate Officers especially to strengthen the system at the district level where most of the sub district information is compiled in routine and is available. The main weakness appears to be the system and practice of appointment of PIOs. There is a need to review this aspect in view of the existing experience.

(a) Appointing District Department Heads as PIOs

The main problem in achieving the noble objectives behind the appointment of a large number of PIOs in individual public authorities (for example health department has notified all the SMOs as PIOs) has in fact brought the unintended consequence of undue delay. Generally the interviewed applicants highlighted these very problems and especially the need to declare as PIOs only those officers who have access to, resources for, and control over the information asked for and not their subordinates/proxies.

For the PIOs to be effective they must have access to the information asked for and the resources and authority required to collect the information. In the *context of the organisation of state departments where generally heads of district have reasonable seniority and authority and control over information available within the district, it would be appropriate to declare only the district heads as PIOs in respect of all departments (also in case of other departments generally having similar jurisdiction – e.g. Superintending Engineering works department)*. The Police department follows this system i.e. SSPs as PIOs, and this has addressed satisfactorily a huge number of applications primarily for this reason. As per annual reports of the SIC, the monthly flow of requests even for the major departments (Revenue, Police, Education, Local Bodies, Rural Development and Panchayats) is less than 100 that appears manageable.

Another reason for suggesting this measure is that the PIOs require sufficient maturity to be able to screen the applications so as to view whether the information be given or denied.

Appointment of senior officers as PIOs is necessary for another reason. This would be an innovative way to have a direct feedback from the public about the functioning of the departments. In a large majority of cases, applications for information are made by individuals who in fact are seeking some relief or bearing a grievance. It was gathered from the survey that only a small percentage of requests for information what could be considered are purely fishing expeditions or driven by academic/public interests. In fact most of such applications are addressed to the departments and not to districts PIOs. It would in a way also be a complaint and grievance redressal window for which as per government's own claims, resources and time are never a problem.

(b) HODs as Appellate Authorities

The appellate authority need to be not the officer next senior to the PIO but the head of the department or at least his deputy, for reasons similar to what has been stated in the case of PIOs. This is necessary as some of the cases may not be of delay

but of denial – partial or complete - of information and the officer has to have sufficient authority and maturity to be able to take a decision. Even in case of major departments that receive bulk of the applications (revenue, rural development, police, local government), it does not appear that the work load will exceed the capacity of a single appellate authority. The examination of the RTI website of the State indicated that though some departments have designated Director/Secretary as the appellate authority, most others have either not displayed the particulars or are silent (e.g. Rural Development and Panchayats) or have designated appellate officers without keeping in view the decision making capability and resources of the person concerned. **This is the reason a large majority of applicants prefer to approach the Information Commission rather than filing appeals to the departmental authorities.** Social learning has made it clear that even if an appeal is filed with government functionaries, it will rarely be responded to.

It is felt that the Head of the department should invariably be the appellate authority for all PIOs of the level of district head or above.

(c) Appointing elected officials as appellate authorities in PRIs

With regard to PRIs there is a lot of confusion. For example Rural Development Department has declared Secretaries of the GPs to be the PIOs for Panchayats but none for Block Samitis and Zila Parishads. The sites of even major ULB's don't seem to indicate names of PIOs/appellate authorities. It is suggested that in view of spatial concentration of information so far as the PRIs are concerned, there should be only one PIO - Secretary for GPs; BDPO for Block Samiti and Secretary Zila Parishad for Zila Parishad; the EO for all A, B&C class ULBs & notified area committees and the Commissioner in the case of a Municipal Corporation. The appellate authority can be the elected head of the PRI- Sarpanch, Chairperson, President/Mayor for the rural and urban PRIs so that the appellate functionaries are provided within a particular public authority as per the spirit of the law. This will also lead to more involvement of the elected functionaries in this vital area of immense public interest.

(d) Boards and Corporations

Similarly for all other statutory authorities – councils/boards - that are considered as public authorities, there should only be one PIO for a public authority who can be an

official next to the Chief Executive, with the Chief Executive acting as an appellate authority. The basic principle suggested is that the appellate authority should be the top official of the agency/department.

(e) Single Window SUWIDHA Centres as APIOs

At present APIOs are appointed somewhat indiscriminately – in some cases, they work in the same office as the PIOs - making the latter redundant. Availability of a large number of APIOs also causes confusion among citizens regarding whom to approach and the institution may become a cause of delay instead of a convenient route for accessing the PIO. It was gathered that applications are generally made directly to the PIOs, precisely for this reason-people don't expect a quick response if the application is filed with the APIO.

There is need for Single Window APIO System for all government departments at the district level. Punjab has now a reasonably efficient set-up at the sub division and district level of SUWIDHA Centres that are easily accessible and open to public during working hours and where performance can easily be monitored. It is recommended that all district and sub divisional SUWIDHA centres be declared as APIOs with regard to all departments for information required at the district level. The Chairman of the District SUWIDHA Centre – the Deputy Commissioner can monitor the functioning of these Centres that have adequate resources and manpower to take care of the logistics of transmission of requests. With the strong support in E-Governance provided by the government, these offices appear to be ideally equipped for this purpose.

The following Table summarises the proposed restructuring of APIO/PIO and Appellate system.

Table 6
Recommendations regarding appointment of RTI functionaries

PI	APIO	PIO	Appellate
PRI's Rural			
Gram Panchayat	Nil	Panchayat Secretary	Sarpanch
Block Samiti	Nil	BDPO	Chairperson
Zila Parishad	Nil	Secretary Zila Parishad	Chairperson
PRI's Urban			
A, B and C Class Committees	Nil	Executive Officer	President
Corporation	Executive Officer/ Senior Corporation Officer	Commissioner	Mayor
State Government Deptts. (Directorate)			
Option I	District/Sub Division Suvidha Kendras	District Head	Director/HOD
Option II (where option I not feasible)	District/Sub Division Suvidha Centres	Senior Block/Tehsil level Officer	District Head
Secretariat	-	Senior most officer next to Secretary/ Secretary	Secretary
Boards and Councils	Nil	A senior officer of the Board/Council	Chief Executive Officer

(f) Monitoring Implementation of the RTI Act

It may be appropriate to devise mechanisms to monitor implementation of the said at the district level. It is felt that the monitoring should be taken up as a standing agenda item by the District Grievances Committees and they can review simple parameters such as the number of applications received in the district under the RTI (cumulatively since the beginning of the year) and cases in which information has been supplied in time. The simple fact of review of this information regularly at the district level may itself achieve the objective of compliance of time limits.

Recommendations: Information Services

Standardisation of Protocols for Mandatory Disclosure of Information

- Detailed protocols/formats for the specifics of information to be disclosed by the departments need to be adopted especially with regard to:
 - (a) norms/citizens charters for major services – citizen obligation, checklist, timelines for delivery;
 - (b) budget and expenditure on major capital and other non staff items as enlisted in **Table 1**
 - (c) list of beneficiaries of assistance, concessions - cash/kind-under social security, welfare and other similar programmes as displayed in **Table- 2 and 3**
 - (d) work contracts and purchase of goods and services as stated in **Table-4**

Annual Review of Disclosed Information

Information displayed to be reviewed annually in the light of experience by the Department of Information in consultation with the SIC or *suo motu* by the SIC.

Minimising transaction costs

APIOs

- District/Sub Divisional SUWIDHA Centres to be the single window APIOs for all government departments.

PIOs

- The district head of the department and one of the senior most persons in other public authorities to be the PIO in most cases. This will ensure speedy response, proper accountability, systematic feedback and substantially reduce transaction costs (Table 5).

Appellate Authorities

- Head of the department, the CEO, the elected Chairperson to be the appellate authority in case of departments, autonomous bodies and rural and urban PRIs respectively.

District level monitoring of RTI implementation

- District Grievance Committees to have a standing agenda item on RTI implementation.
- Review parameters:
 - Number of cases filed within the year (cumulative).
 - Number of cases/applications where information given within time (cumulative).

Public Services – Grievance Redress

As suggested in the Report on the RTS Act, this needs to be considered a service in its own right. Components of grievance handling are recording, acknowledgement, redress and monitoring. Many problems of delivery of public services will be addressed once proper systems of grievance redress are in place; this is not the case at present. Very few departments list telephone numbers and other details of officials whom commoners may contact. In case of civic services many local urban authorities also have poor grievance redress systems.

At present, there are two main problems. Grievance redress is an extremely unstructured service and mostly grievances are expressed through 'forum shopping' in the absence of clear channels in the official hierarchy designated for this purpose. Complainants may, depending on their perceptions of effectiveness of different levels choose to address the Chief Minister or a Minister or a Secretary of the department or the Deputy Commissioner or even the President of India for matters that may concern for instance a revenue department Patwari. In the absence of any record keeping and tracking of complaints, this is the only viable strategy.

Even when officers are nominated, there are so many changes due to transfers and similar factors that the list very soon gets outdated. Moreover, grievance redress officers have rarely the authority to decide and function as post offices.

On the other hand, advantage of a sound system of grievance tracking and redress is that it enables an instant feedback on the functioning of departments and the efficiency of the services. In a way all complainants are incipient whistleblowers, crying to be heard.

Mandating Recording and Acknowledgement of Complaints

Complaints are received mostly through mail, personal meetings or through grievance redress centres/district administration/CM/Minister and similar offices. These are rarely acknowledged at any level and consequently, subsequent tracking – which is dependent on receipt and dispatch records – is not possible. The *primary requirement is therefore to make it obligatory to acknowledge complaints/requests within a specific time frame as suggested in the Report on RTS Act*. Acknowledgement/receipt is a routine administrative activity, does not require manpower or supervision and, is mostly, already common in case of Single Window Centres, Police Saanjh Kendras and (we are told) also Fard Centres of Revenue Department.

Setting Standards for Grievance Redress for Services

The issue of redress as distinct from recording and acknowledgement is more difficult as it can vary widely from service to service and for the present it may be enough to provide for time limits especially for physical services relevant to common citizens and display the same as information under the RTI Act (as the ‘norm’ for redress of complaints by the department). Even if standards are not mandatory under the RTS, opening up of information on voluntary standards may be a sufficient social incentive and activate demand side public pressure on officials.

Single Window Grievance Redress Systems

There is now ‘forum shopping’ for complaints – RTI/RTS/department/political leadership at different levels/district administration. Considering the government structures and processes, the complaint recording and redress infrastructure needs to be streamlined.

This can be done by setting up single window complaint, acknowledgement, response centres – say one in each district. It is rarely possible to have an effective system below the district office of the department. It is suggested that the district head of each department

should nominate an official for this purpose. The district SUWIDHA Centres can function as residuary complaint centres – transmitting complaints – for all departments.

E-grievance Systems

There is also a need for adoption of a standard module for all departments for e grievances for proper monitoring. It will be difficult to integrate different solutions by different service providers for departments and for the govt. to have an overall view over all departments. It is suggested government may consider adopting the NIC (or some other) solution/already adopted by the GoI and many States rather than leaving it to each department to devise separate systems which it may be difficult to integrate later in a common portal.

It is recommended that the following steps be taken for grievance redress, an important mediatory service for public services:

- **Specifying mandatory time limits for acknowledgement of complaints under the RTS Act (as recommended in PGRC II report on RTS Act).**
- Mandatory or advisory time limits for grievance redress to be displayed on departments/district websites.
- Departments to display complaint redress standards and authorities under RTI/RTS Acts on the above lines on their websites.
- Single window web based complaint recording and redress systems, based on a common application for all departments.

Observations and Recommendations

Previous sections have indicated some process reforms common to the band of documentation related services and also cover service specific reforms. Section IV and V has dealt with information and grievance redress system that appear to be fundamental for achieving efficiency and effectiveness of different services. Two other aspects are mentioned below.

Ownership of Contingent Services

A number of services concern more than one department and in fact in some cases no department at all - may be in response to requirements of foreign countries and institutions outside state jurisdiction control. For example different universities provide for different systems for issue of copies of certificates, duplicate certificates etc. - some requiring affidavits, some requiring huge fees, and these may not even be in the notice of the concerned – Education - department. Such residual services need to be handled by the Grievance Redress (GR) department to see what view to take and ensure that the concerned agencies adopt some uniformity within the state.

Ownership of such “unclaimed services” needs to be taken up by the GR Department – e.g. income certificate, unmarried certificate, identity card, dependent certificate and so on.

Empowerment of the Marginal Sections and Transaction Costs

While data is not available, broad discussion with the service handling agencies indicated negligible use of these basic services by the poor. The steps proposed will facilitate their coming forward. At present transaction costs for persons dependent on daily wages / in informal sector are very high (2-3 days wages are lost in availing of a single service) – a major disincentive. The simplifications are likely to be especially helpful for these citizens through ensuring same day one stop delivery. Information and Grievance Redress systems proposed can be effective in giving voices to the wrongly excluded denied benefit despite being eligible.

Summary of Recommendations

Documentation Services

- *accepting self-certification; in place of sworn affidavits*
- reforming third party verification processes by adopting user friendly verification regarding system of verification – permitting verification by citizens having photo ID;
- where necessary, outsourcing the process of physical checks and verification to authorised private parties (authorised dealers for fitness certificate, driving schools for driving skills);
- imaginative display of citizens charters/service standards for all services on websites, as a part of RTI Act compliance;
- authorising front windows/SUWIDHA Centres to issue certificates/permissions;
- eliminating internal stages between application receipt and issue of certificates.

Physical/Material Services

- Mandatory or advisory service standards to be displayed on websites/notice boards etc/Reform of individual services as indicated.
- encourage self regulation through public display of information on recipients.
- strengthening information and Grievance Redressal System

Information Services

- Prescribing through amendment of rules or instructions, formats/protocols for mandatory disclosure of information under the RTI Act especially on citizen charters, budget and expenditure, contracts and subsidies/concessions.
- Declaring district heads of departments as PIO's; SUWIDHA Centres as APIO's.
- To the extent feasible, confining appellate powers to HoD's.

Grievance Redress

- **Single window complaint centres (physical/online) at the district level for each department.**
- **Declaring SUWIDHA Centres as residual complaint centres, with responsibility limited to recording and transmitting complaints to concerned departments.**
- **Notifying mandatory standards of acknowledgement of complaints under the RTS.**
- **Display of standards of response by each department for various services.**

PROPOSED STANDARD FORMAT OF APPLICATION FOR INCOME CERTIFICATE

(Common for all categories in all Punjab Government Departments)

1. Full Name of the applicant _____
2. Name of the Father/Husband/Guardian _____
3. Age of the Applicant _____
4. Number of family* Members: Adult (); Unmarried children/dependents ();
Total _____
* Definition of family: Head of family/husband or wife, unmarried children up to the age of 21 years/other dependents.
5. Complete address of the Applicant _____
6. Purpose for which income certificate is applied for _____
7. Immovable property of family:
 - a. Agriculture Lands _____ (copy of Jamabandi)
Village _____
 - Net annual income from Land (Rs.) _____
 - b. Residential property owned _____
 - c. Commercial property owned _____
 - d. Annual income from agriculture land/property mentioned above (Rs.) _____
 - e. Any other Annual income _____
8. Annual family income from employment _____
9. Transport: Tractor/One/Two wheelers/Car, owned if any (Tick as appropriate) _____
10. Total Annual income of the family * from all sources _____
11. Per capita annual income of the family _____

Declaration

I hereby declare that the details furnished above are true and correct at the best of my knowledge and belief. In the event that any of the details are proved to be false I am liable for action under Section 199 & 200 of the Indian Penal Code.

Signature of the Applicant

Supporting Declarations by Citizens

This is to certify that I personally know – who has applied for income certificate and is residing at address given. I hereby declare that the details by him/her above are true and correct to the best of my knowledge and belief. In the event that any of the details are proved to be false I am liable for action under Section 199 & 200 of the Indian Penal Code.

Signature

Identified by

Name & Address