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PART II

DEPARTMENT OF LEGAL AND LEGISLATIVE AFFAIRS, PUNJAB

Notification

The 14th July, 2011

No. 30-Leg./2011.—The following Ordinance of the Governor of Punjab promulgated under clause (1) of article 213 of the Constitution of India on the 12th July, 2011, is hereby published for general information :—

THE PUNJAB RIGHT TO SERVICE ORDINANCE, 2011

(Punjab Ordinance No. 7 of 2011)

AN

ORDINANCE

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

Promulgated by the Governor of Punjab in the Sixty-second Year of the Republic of India.

Whereas the Legislative Assembly of the State of Punjab is not in session and the Governor is satisfied that circumstances exist, which render it necessary for him to take immediate action ;

Now, therefore, in exercise of the powers conferred by clause (1) of Article 213 of the Constitution of India, the Governor of Punjab is pleased to promulgate the following Ordinance, namely :—

1. (1) This Ordinance may be called the Punjab Right to Service Ordinance, 2011. Short title and commencement.

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

2. In this Ordinance, unless the context otherwise requires,—

Definitions.

(a) 'Commission' means a Commission constituted under section 12 ;

(b) 'Designated Officer' means an officer as notified under section 3 ;

(c) 'eligible person' means a person who is eligible for obtaining services notified under section 3 ;

(d) 'First Appellate Authority' means an officer who is notified as such under section 3 ;

- (e) 'given time limit' means maximum time to provide the service by the Designated Officer as notified under section 3;
- (f) 'prescribed' means prescribed by rules made under this Ordinance ;
- (g) 'right to service' means a right to obtain the service within the given time limit ;
- (h) 'service' means any service notified under section 3;
- (i) 'Second Appellate Authority' means an officer who is notified as such under section 3;
- (j) 'section' means a section of this Ordinance ; and
- (k) 'State Government' means the Government of the State of Punjab.

Notification of
services, Designated Officers,
First Appellate
Authority, Second
Appellate
Authority and the
given time limit.

3. (1) The State Government may, by notification from time to time, notify the services, to which this Ordinance shall apply.

(2) The State Government may, by notification specify the Designated Officer, First Appellate Authority, Second Appellate Authority and the given time limit for the purposes of this Ordinance.

Providing of
service.

4. The Designated Officer shall provide the service to the eligible person within the given time limit.

Procedure for
obtaining service.

5. (1) An eligible person shall make an application to the Designated Officer for obtaining any service under the provisions of this Ordinance.

(2) The Designated Officer shall, on receipt of an application under sub-section (1), provide service or reject the application within the given time limit and in case of rejection of application, shall record the reasons in writing and intimate the same to the applicant.

(3) Every Designated Officer shall maintain detailed records of services applied for in a format as may be prescribed.

First appeal.

6. (1) Any eligible person, whose application for obtaining service is rejected under sub-section (2) of section 5 or who is not provided the service within the given time limit, may file an appeal to the First Appellate Authority within thirty days from the date of rejection or the expiry of the given time limit, as the case may be.

(2) On receipt of an appeal under sub-section (1), the First Appellate Authority shall consider the matter and if, in its opinion the grievance of the eligible person appears to be genuine, it may direct the Designated Officer to provide the service within such period, as may be specified by it and in case of default, to appear before it in person and explain reasons thereof.

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

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

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

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

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

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

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

8. The First Appellate Authority and the Second Appellate Authority shall, while deciding an appeal under the provisions of this Ordinance, have the same powers as are vested in a civil court while trying a suit under the Code of Civil Procedure, 1908 (5 of 1908) in respect of the following matters, namely :— Power to summon and inspection.

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

Penalty

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

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

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

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

(3) The Second Appellate Authority may, if it is satisfied that the Designated Officer and/or any other official involved in the process of providing such service has/have failed to discharge the duties assigned under this Ordinance without sufficient and reasonable cause, recommend disciplinary action against the defaulters under the service rules applicable to them in addition to the penalty imposed under sub-section (1).

Revision:

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

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

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

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

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

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

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

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

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

(3) The Commissioners shall be serving or retired officers of the Government of Punjab in the rank and status of a Secretary or its equivalent rank and status in any of the services of the State, including officers of All India Services from the Punjab cadre and/or expert in the field of Public Administration having a Doctorate in Philosophy in Public Administration who have an experience of teaching in a university for a period of at least twenty years or from amongst other eminent public persons.

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

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

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

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

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

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

(3) The Chief Commissioner or a Commissioner shall, before he enters upon his office, make and subscribe before the Governor or some other person appointed by him in that behalf, an oath of affirmation.

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

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

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

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

- (i) been adjudged insolvent ; or
- (ii) been convicted of an offence which, in the opinion of the State Government, involves moral turpitude ; or
- (iii) become physically or mentally incapable ; or
- (iv) acquired such financial or other interest as is likely to affect prejudicially his functions in any of the said capacities ; or
- (v) so abused his position as to render his continuance in office prejudicial to public interest .

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

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

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

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

- (a) entertain and dispose of revisions under section 10 ;

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

Powers and functions of the Punjab Right to Service Commission.

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

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

- (f) recommend additional notifications to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of this Ordinance.

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

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

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

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

18. (1) The State Government shall consider the recommendations made by the Commission under clauses (d), (e) and (f) of sub-section (1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission. In case the Government decides not to implement any of the recommendations of the Commission, it will communicate the reasons for not acting on the recommendations to the Commission.

Action by the Government on recommendations of the Commission.

(2) The Commission shall prepare an annual report of the recommendations made by it under section 17 along with the action taken and reasons for not taking action, if any. The State Government shall cause a copy of this report to be laid on the table of the Punjab Legislative Assembly.

19. No suit, prosecution or other legal proceeding shall lie against any person for anything which is done in good faith or intended to be done in pursuance of this Ordinance or any rule made thereunder.

Protection of action taken in good faith.

20. (1) The State Government may, by notification, in the Official Gazette, make rules to carry out the purposes of this Ordinance.

Powers to make rules.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely :—

- (a) the format to maintain the records of services under sub-section (3) of section 5;
- (b) the procedure for disposing of an application made under section 10;
- (c) salaries, allowances and conditions of service of the officers and other employees of the Commission under sub-section (6) of section 15; and
- (d) any other matter which is required to be, or may be prescribed.

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

Power to remove
difficulties.

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

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

Chandigarh :

The 12th July, 2011.

SHIVRAJ V. PATIL,

Governor of Punjab.

GOBINDER SINGH,

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

**Government of Punjab
Department of Personnel
(Governance Reforms Cell)**

NOTIFICATION
Chandigarh, the 26th July 2011

No. 1/22/2011-PGRC/ 757

The Governor of Punjab is pleased to notify the services, designated officers, first appellate authority, second appellate authority and the stipulated time limit for the purposes of section 3 of the Punjab Right to Service Ordinance 2011, as detailed below:

S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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
		Certified Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is less than 5)	1 day	Patwari
		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
		Certified Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is more than 15)	7 days	Patwari
2	Revenue	Demarcation of Land	21 days	Tehsildar
3	Revenue	Registration of all kinds of documents e.g sale deed, lease deed, GPA, Partnership Deed etc	1 day	Sub - Registrar or Joint Sub Registrar (in case of Sub Tehsils)
4	Revenue	Certified Copies of all kinds of previously registered documents	7 days	Sub - Registrar or Joint Sub Registrar (in case of Sub Tehsils)
5	Revenue	Attestation of uncontested mutations	15 days	Circle Revenue Officer

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S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
6	Revenue	Private Partition of Land (mutual consent of landowners)	30 days	Circle Revenue Officer
7	Health	Certified Copies of Birth / Death Certificates - Corporation Cities	2 days for current year and 5 days for previous years	Local Registrar, Birth & Death of the concerned Municipal Corporation
8	Health	Certified Copies of Birth / Death Certificates - MC Towns	2 days for current year and 5 days for previous years	Local Registrar, Birth & Death of the concerned MC
9	Health	Certified Copies of Birth / Death Certificates - Rural Areas	2 days for current year and 5 days for previous years	Local Registrar, Birth & Death of the concerned District
10	Health	Copies of the post mortem report	3 days	Senior Medical Officer of the concerned Civil Hospital OR Medical Superintendent in case of Medical College
11	Transport	Registration Certificate of vehicle	7 days	Registering Authority (DTO in case of District HQ and SDM in case of sub division)
12	Transport	Fitness Certificate for Commercial Vehicle	7 days	Motor Vehicle Inspector
13	Transport	Issue of Driving Licence - Motor Car / Motor Cycle	7 days	Licensing Authority (DTO in case of District HQ and SDM in case of sub division)
14	Transport	Issue of Tax Clearance Certificate (for period upto 2 years from date of application)	7 days	Section Officer, DTO Office
15	Transport	Issue of Tax Clearance Certificate (for period beyond 2 years)	21 days	Section Officer, DTO Office
16	Transport	Issue of Route Permit or National Permit	7 days	Secretary, Regional Transport Authority
17	Transport	Addition / Deletion of Hire Purchase entry	3 days	Registering Authority (DTO in case of District HQ and SDM in case of sub division)

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S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
18	Transport	Transfer of Vehicle (if the place of registration is the same place)	7 days	Registering Authority (DTO in case of District HQ and SDM in case of sub division)
19	Personnel	Issue of various Certificates like Caste, OBC, Income, Residence etc.	15 days	Tehsildar of the concerned sub division
20	Food, Civil Supplies and Consumer Affairs	Issue of Ration Card	7 days	Assistant Food & Supplies Officer
21	Housing & Urban Development	Sanction of Building Plans / Revised Building Plans	30 days (for plot size of 500 sq yds and below) 60 days (for plots size 500 sq yds and above)	SDO Buildings of the concerned Authority
22	Housing & Urban Development	Issue of Completion / Occupation Certificate for Buildings	15 days	SDO Buildings of the concerned Authority
23	Housing & Urban Development	Issue of No Objection Certificate / Duplicate Allotment / Reallotment Letter	21 days	Estate Officer of the concerned Authority
24	Housing & Urban Development	Issue of Conveyance Deed	15 days	Estate Officer of the concerned Authority
25	Housing & Urban Development	Issue of No Due Certificate	7 days	Estate Officer of the concerned Authority
26	Housing & Urban Development	Re-transfer of property in case of sale	15 days	Estate Officer of the concerned Authority
27	Housing & Urban Development	Re-transfer of property in case of death (uncontested)	45 days	Estate Officer of the concerned Authority
28	Housing & Urban Development	Issue of permission for mortgage	7 days	Estate Officer of the concerned Authority

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S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
29	Local Government (Improvement Trusts)	Sanction of Building Plans / Revised Building Plans	30 days (for plot size of 500 sq yds and below) 60 days (for plots size 500 sq yds and above)	Executive Officer of the concerned Improvement Trust
30	Local Government (Improvement Trusts)	Issue of Completion / Occupation Certificate for Buildings	15 days	Executive Officer of the concerned Improvement Trust
31	Local Government (Improvement Trusts)	Issue of No Objection Certificate / Duplicate Allotment / Reallotment Letter	21 days	Executive Officer of the concerned Improvement Trust
32	Local Government (Improvement Trusts)	Issue of Conveyance Deed	15 days	Executive Officer of the concerned Improvement Trust
33	Local Government (Improvement Trusts)	Issue of No Due Certificate	7 days	Executive Officer of the concerned Improvement Trust
34	Local Government (Improvement Trusts)	Re-transfer of property in case of sale	15 days	Executive Officer of the concerned Improvement Trust
35	Local Government (Improvement Trusts)	Re-transfer of property in case of death (uncontested)	45 days	Executive Officer of the concerned Improvement Trust
36	Local Government (Improvement Trusts)	Issue of permission for mortgage	7 days	Executive Officer of the concerned Improvement Trust
37	Local Government (Improvement Trusts)	Sanction of Building Plans / Revised Building Plans	30 days (for plot size of 500 sq yds and below) 60 days (for plots size 500 sq yds and above)	Commissioner of the concerned Municipal Corporation or Executive Officer of the Municipal Council
38	Local Government (Improvement Trusts)	Issue of Completion / Occupation Certificate for Buildings	15 days	Commissioner of the concerned Municipal Corporation or Executive Officer of the Municipal Council

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S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
39	Local Government (Improvement Trusts)	Sanction of Water Supply / Sewerage Connection - Corporation Cities	7 days	Executive Engineer (O&M) of the concerned Municipal Corporation
40	Local Government (Improvement Trusts)	Sanction of Water Supply / Sewerage Connection - MC Towns	7 days	Assistant Municipal Engineer of the concerned MC
41	Rural Water Supply & Sanitation	Sanction of Water Supply Connection	7 days	Sub Divisional Engineer
42	Social Security	Sanction of all social security benefits old age/ handicapped / widow	30 days for the first time	District Social Security Officer
43	Social Security	Issue of Identity Cards to all categories of Handicapped persons	7 days	District Social Security Officer
44	Home	Registration of Marriage under Hindu Marriage Act	2 days	Tehsildar of the concerned sub division
45	Home	Renewal of Arms Licence (if the licence is presented before the expiry date and the licence issuing district is the same where service has been sought)	15 days	Licensing Authority (Addl DM of the District)
46	Home	Addition / Deletion of weapon (if the licence issuing district is the same where service has been sought)	7 days	Licensing Authority (Addl DM of the District)
47	Home	Extension of purchase period, (within permissible time period and if the licence issuing district is the same where service has been sought)	7 days	Licensing Authority (Addl DM of the District)
48	Home	Registration of Foreigners (Arrival and Departure)	Immediate	Commissioner of Police or Senior Superintendent of Police of the concerned Police District
49	Home	Extension of Residential Permit of Foreigners	5 days	Commissioner of Police or Senior Superintendent of Police of the concerned Police District

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S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
50	Home	Copy of FIR or DDR	Immediate / Online	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
51.	Home	NOC for use of loud speakers	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
52	Home	NOC for Fairs / Melas / Exhibitions / Sponsored Events etc	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
53	Home	Stranger Verification (after receiving the verification from other District / State of which the stranger is resident)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
54	Home	Tenant / Servant Verification (if resident of local area)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
55	Home	Tenant / Servant Verification (if resident of other District / State and after receiving the verification from other District / State)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
56	Home	Other Verification related services	30 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division

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S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
57	Home	Copy of untraced report in road accident cases	45 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
58	Home	Copy of untraced report in cases pertaining to stolen vehicles	45 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
59	Home	Copy of untraced report in theft cases	60 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
60	Home	NOC for pre-owned vehicles	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suwidha Centre at the sub division
61	Home	Service Verification	10 days	Station House Officer of the concerned Police Station AND Designated Officer in the office of Commissioner of Police or Senior Superintendent of Police
62	Home	Character Verification	10 days	Station House Officer of the concerned Police Station AND Designated Officer in the office of Commissioner of Police or Senior Superintendent of Police

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S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
63	Home	Verification for renewal of Arms Licence	15 days	Station House Officer of the concerned Police Station AND Designated Officer in the office of Commissioner of Police or Senior Superintendent of Police
64	Home	NOC for issuance / renewal of License of Arms Dealers	15 days	Station House Officer of the concerned Police Station AND Designated Officer in the office of Commissioner of Police or Senior Superintendent of Police
65	Home	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc	15 days	Station House Officer of the concerned Police Station AND Designated Officer in the office of Commissioner of Police or Senior Superintendent of Police
66	Home	Passport Verification	21 days	Station House Officer of the concerned Police Station AND Designated Officer in the office of Commissioner of Police or Senior Superintendent of Police
67	Home	Verification for fresh Arms License	30 days	Station House Officer of the concerned Police Station AND Designated Officer in the office of Commissioner of Police or Senior Superintendent of Police

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Proposed First Appellate Authorities and Second Appellate Authorities for the above services :

Name of Service	First Appellate Authority	Second Appellate Authority
Services defined at Serial Nos. 1 to 44	SDM of the concerned sub division	Deputy Commissioner of the concerned District
Services defined at Serial Nos 45 to 47	Deputy Commissioner of the concerned District	Commissioner of the Division
Services defined at Serial Nos.48 and 49	Deputy Inspector General of the concerned Police Range	Inspector General of the concerned Police Zone
Services defined at Serial Nos. 50 to 67	DSP / SP level officer	Commissioner of Police or Senior Superintendent of Police

Note : (1) In case of services sought from Suwidha Centre, an additional period of two days would be added to the above said Given Time Limit and in such cases, the Designated Officer and the Incharge of the Suwidha Centre, as the case may be, would be jointly and severally responsible for the delivery of such service.

(2) In case of services defined at Serial Nos. 37 and 38 with regard to sanction of building plans and issue of completion / occupation certificate by Municipal Corporation and where the power to sanction such building plans or issue of completion / occupation certificate has been delegated by the Commissioner, the Commissioner shall define such person as the Designated Officer for the purposes of this notification to whom such power has been delegated.

(3) In case of services defined at Serial Nos. 50 to 67, the DSP/SP level officer as First Appellate Authority and in case of Services defined at Serial Nos. 61 to 67, the Designated Officer in the office of the Commissioner of Police or Senior Superintendent of Police would be defined by Director General of Police, Punjab separately in pursuance to this notification.

S.C.AGRAWAL

Chief Secretary to Government of Punjab

No.1/22/2011-PGRC/ 758

Chandigarh, the 26th July 2011

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

SDM Singh
Deputy Secretary, Personnel
mtc

No.1/22/2011-PGRC/ 759

Chandigarh, the 26th July 2011

A copy is forwarded to Controller, Printing & Stationery, Punjab with the request to publish this notification in the Punjab Government Gazette (Extra-ordinary).

SDM Singh
Deputy Secretary, Personnel
mtc