

Sub: Suvidha Kendras and Punjab Right to Service Act

Placed below are the minutes of the meeting held by the undersigned with Director IT and other officers on 14/10/2011. Some of the issues relate to Suvidha Centres. I have drafted a letter for Deputy Commissioners as placed below. The Deputy Commissioners are required to take following action -

- (1) Display Board in all Suvidha Centres regarding the services under Right to Service Act;
- (2) Take stock of services being provided in Suvidha Centres and upgrade them to provide all 47 services (other than police) notified under Right to Service Act;
- (3) **Check-list** – Device standard application format, a copy of check-list and acknowledgement slips for all the services being provided under Right to Service Act in the Suvidha Centres;
- (4) **Monitoring** – To monitor the number of applications received and their disposal.

(Satish Chandra)
Principal Secretary Planning
18-10-2011

Sh. AR Talwar, IAS,
Financial Commissioner Revenue,
and Information Technology, Punjab.

Minutes of the meeting in regard to implementation of Right to Service Act

A meeting was held under the chairmanship of Principal Secretary Planning at 9.30 AM on 14/10/2011 in regard to implementation of Right to Service Act. The following were present :

1. Ms. Kavita M. Singh, Director, IT
2. Sh. Jaspal Mittal,
Secretary, Right to Service Commission
3. Sh. Manjit Brar,
Special Secretary, Governance Reforms
4. Mr. Varun Mahajan, TCS
5. Ms. Arti Sharma, Manager, Infotech
6. Ms. Archana Mahna, Manager (IR), Infotech
7. Mr. Gajendra Rathore, TCS
8. Ms. Meenakshi, DOEACC

The following issues were discussed –

1. Right to Service Commission

- **Notification for constitution of the Commission**

Department of Personnel has issued Notification dated 10/8/2011 nominating Chief Secretary, Government of Punjab, to exercise the powers of Commission in addition to his own duties till such time, the Commission is constituted. The Commission would be constituted after the enactment of the Act.

- **Enactment of the Act**

The bill has been passed and the Act would be notified after the assent of the Governor.

(Secretary, Right to Service Commission)

2. Right to Service Rules

Sh. Manjit Brar, Special Secretary Governance Reforms has prepared draft which would be finalized by 17/10/2011.

(Special Secretary Governance Reforms)

3. Website of the Commission

It was decided to register the website under URL rtspunjab.gov.in. As of now, the link would be provided from the Punjab Government website by 17/10/2011. Thereafter, the proper website would be developed by 31/10/2011.

(Ms. Archana, Infotech)

4. Help-line

DOEACC was consulted for design and running of help line. It was felt that it would be better if the entire work of design, maintenance and running of help line is outsourced to DOEACC. They would submit detailed estimates by 18/10/2011.

(DOEACC)

5. Awareness

- Print media, television, pamphlets
- Senior officers to visit the district assigned and monitor the progress

(DPR)

6. Check-list

Director IT was requested to go through the list of 67 Stipulated Services minus Police Services and examine if the uniform application formats alongwith the check-list have been prepared and are available. She would give department-wise list of services for which such applications need

to be devised. Thereafter, Principal Secretary Planning and Director IT will hold meetings with individual departments to finalise the application formats.

(Director, IT)

7. Registration of complaints and service delivery points

Director IT was requested to update the services available from various Suvidha Centres. She stated that she would ensure that the Suvidha Centres provide the uniform set of services throughout the state. As regards 67 services minus services relating to police, she was requested to review the status of services already being available at Suvidha Centres and work out the time lines for providing the remaining services under Right to Service Act from the Suvidha Centres.

The Department of IT would ensure that all the Suvidha Centres put up display boards indicating the services available and the time schedule alongwith details of first appellate and second appellate authorities. The display boards also carry the logo 'Right to Service' which can be obtained from Sh. Manjit Brar, Special Secretary Governance Reforms.

(Director, IT)

8. On-line registration of complaints

TCS was asked to design system of online registration. The applicant will open the website and then click the relevant service. Thereafter, he would fill in the particulars and upload the application for obtaining that service. The applicant would then email the application to the Designated Officer for necessary action. Sh. Manjit Brar, Special Secretary Governance Reforms would help the TCS experts in designing the system.

(Special Secretary Governance Reforms/Ms.Arti, Infotech)

9. Monitoring

Monitoring of applications received under Right to Service Act would be available at the following levels –

- (1) with Designated Officers – It would be on day to day basis for those Designated Officers who have computers in their office and for remaining Designated Officers like ANM, Patwaris etc. the status of applicants would be monitored month-wise;
- (2) day to day monitoring by Fard Kendras and Suvidha Centress;
- (3) day to day monitoring by the office of first appellate and second appellate authorities.

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**Government of Punjab
Department of Planning**

To

IMPORTANT/ URGENT

All Deputy Commissioners
in the State

Memo No 1/1 - RTS Act - PSRB-2011/spl
Dated Chandigarh, the 17th Oct, 2011

Sub: Suvidha Kendras and Punjab Right to Service Act

1. The Punjab Right to Service Ordinance was notified on 14/7/2011 and it came into force wef 28/7/2011 when the 67 services were notified under Section 3 of the ordinance. The important steps required to be taken by the Deputy Commissioners are given in the following paragraph. The progress on these items will be reviewed by the Chief Secretary shortly in a Video Conference/Meeting.

2. **Budget for computer and computer operators** – Funds have been released by Punjab INFOTECH to all the Deputy Commissioners for recruitment of computer operators and purchase of computers in the office of Deputy Commissioners and SDMs. They have been provided these facilities in their capacity as a first appellate and second appellate authorities for monitoring of delivery of services under Right to Service Act. They should appoint the computer operators and purchase the computers at the earliest.

3. **Display Boards at the service delivery points** – The 67 services are proposed to be delivered at the following places :

- (1) in the offices of Designated Officers as is being done now. They have been listed in the notification dated 28/7/2011. The Designated Officers are Patwaris, Sub Registrar, Tehsildars ANMs of the Health Department, Municipal Committees for birth and death registration, SMOs of Civil Hospital, DTO/SDM, MVI, SO in the office of DTO, TRA, AFSO, SDO buildings, Estate Officer of MC and Improvement Trust, Municipal Commissioner, AME/PE of MCs, SDO Rural Water Supply and Sanitation, DSSOs, ADM and other Police Authorities;
- (2) Fard Kendras for delivery of Revenue Service;
- (3) Sanj Kendras for delivery of Police Service;
- (4) Suvidha Centres for delivery of 67 services minus services relating to police i.e. 47 services.

The Deputy Commissioners should ensure that proper display boards are to be at all places containing the following details –

- (a) Logo of Right to Service Act
- (b) Serial Number
- (c) Service
- (d) Stipulated time limit
- (e) Designated Officer
- (f) First Appellate Authority
- (g) Second Appellate Authority
- (h) Telephone Numbers of the Help-line (to be given later)

4. **Upgradation of Suvidha Centres** – The Suvidha Centres were proposed to be set up at all District Headquarters and at all Sub Division.

The Deputy Commissioners are requested to give the status of Suvidha Centres and intimate if these have been set up at all district headquarters and sub divisions in Form-I (copy enclosed).

They are also requested to give the details of work done every month (Suvidha Centre-wise applications received) in Form-II. They can also give the total of all Suvidha Centres for the entire district in the same Form-II.

As explained above, ultimately all the 47 services i.e. 67 services minus the police services are proposed to be delivered at all Suvidha Centres. The Deputy Commissioners are requested to enumerate the services out of 47 services which are being provided at the respective Suvidha Centres as of now and work out the time schedule by which the remaining services are proposed to be delivered from the Suvidha Centres in Form-III. This is a very important exercise and Deputy Commissioners may kindly review it in great detail.

5. **Check-list** – For effective implementation of Right to Service Act, it is important to indicate the date of receipt of application, complete in all respects. The Suvidha Centres should therefore devise the application format for all the 47 services alongwith check-list of documents to be enclosed and an acknowledgment slip. The acknowledgment slips would be given to the applicant after receipt of application. The Deputy Commissioners are requested to send a copy of these documents for each of 47 services to this office.

6. **Monitoring** – The SDMs and DCs would review the status of application received by Designated Officers, Fard Kendras and Suvidha Centres in Form RTS-I notified on 5/8/2011. Similarly, the SDMs and DCs

in their capacity as first appellate and second appellate authorities would also give the details of first appeals and second appeals in Form RTS-I.

I will request that this information is submitted by Friday i.e. 21/10/2011.



(Satish Chandra)
Principal Secretary Planning
17-10-2011

1. District: _____

2. Suvidha Centres

SN	Category	Date on which became functional	No. of Employees	No. of Counters	No. of services provided (Enclose a list)	Is there any proposal to increase the No. of Services	
						Yes/No	If Yes, the No.
1	2	3	4	5	6	7	8
1	District Headquarter						
2	Sub Division-1						
3	Sub Division-2						
4	Sub Division-3						

District: _____

Suvidha Centre: _____

Month: _____

SN	Services (Dept-wise)	Fee	Applications received			Applications disposed off			Applications pending at the end of the month	Total Collection during the month (Rs.)
			Upto previous month	During the month	Upto the month	Upto previous month	During the month	Upto the month		
1	2	3	4	5	6	7	8	9	10	11
1										
2										
3										
4										
..										
..										

District: _____

Suvidha Centre: _____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
1	Revenue	Certified Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the number of pages sought are less than 5)	1 day	Patwari or ASM of the Fard Centre			
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			
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			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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)			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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)			
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			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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)	SDO Buildings of the concerned Authority			
			60 days (for plots size 500 sq yds and above)				
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			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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			
29	Local Government	Sanction of Building Plans / Revised Building Plans	30 days (for plot size of 500 sq yds and below)	Executive Officer of the concerned Improvement Trust			
			60 days (for plots size 500 sq yds and above)				
30	Local Government	Issue of Completion / Occupation Certificate for Buildings	15 days	Executive Officer of the concerned Improvement Trust			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
31	Local Government	Issue of No Objection Certificate / Duplicate Allotment / Reallotment Letter	21 days	Executive Officer of the concerned Improvement Trust			
32	Local Government	Issue of Conveyance Deed	15 days	Executive Officer of the concerned Improvement Trust			
33	Local Government	Issue of No Due Certificate	7 days	Executive Officer of the concerned Improvement Trust			
34	Local Government	Re-transfer of property in case of sale	15 days	Executive Officer of the concerned Improvement Trust			
35	Local Government	Re-transfer of property in case of death (uncontested)	45 days	Executive Officer of the concerned Improvement Trust			
36	Local Government	Issue of permission for mortgage	7 days	Executive Officer of the concerned Improvement Trust			

District: _____

Suvidha Centre: _____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
37	Local Government	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	Issue of Completion / Occupation Certificate for Buildings	15 days	Commissioner of the concerned Municipal Corporation or Executive Officer of the Municipal Council			
39	Local Government	Sanction of Water Supply / Sewerage Connection - Corporation Cities	7 days	Executive Engineer (O&M) of the concerned Municipal Corporation			
40	Local Government	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			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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)			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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			
50	Home	Copy of FIR or DDR	Immediate / Online	Station House Officer of the concerned Police Station OR Incharge of Community Policing Suvidha 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 Suvidha Centre at the sub division			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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 Suvidha 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 Suvidha 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 Suvidha Centre at the sub division			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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 Suvidha 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 Suvidha Centre at the sub division			
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 Suvidha Centre at the sub division			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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 Suvidha 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 Suvidha 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 Suvidha Centre at the sub division			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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			
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			

District: _____

Suvidha Centre: _____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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			

District:_____

Suvidha Centre:_____

SN	Department	Name of the service	Time Limit	Designated Officer	Is the service being provided at the Suvidha Centre Yes/No	If No, difficulties in providing the service	By what time service is proposed to be provided at Suvidha Centre
1	2	3	4	5	6	7	8
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			