

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.Arati, 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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