

**Government of Punjab
Department of Planning**

To

- (1) Ms. Kavita M. Singh, Director, IT
- (2) Sh. Jaspal Mittal,
Secretary, Right to Service Commission
- (3) Sh. Majit Brar,
ACA, PUDA
- (4) Ms. Archana, Infotech
- (5) Ms. Arti, Infotech

Memo No.

Dated Chandigarh, the 13th October, 2011

Subject : Meeting at 9.30 AM on 14/10/2011 regarding implementation of Right to Service Act in the office room of Principal Secretary Planning, SCO 70-72, Sector 17-D, Chandigarh

The Punjab Right to Service Ordinance was promulgated on 14/7/2011 and the Notification for service was published and issued on 28/7/2011.

2. I propose to hold a meeting with the concerned officers for streamlining the procedure for providing services. The talking points are enclosed herewith for your consideration.

(Satish Chandra)
Principal Secretary Planning
13-10-2011

Sub: Implementation of Right to Service Act

As discussed with the CS, the following activities need to be taken for effective implementation of Right to Service Act :

1. Right to Service Commission (Sh. Jaspal)

- Notification for constitution of the Commission;
- Enactment of the Act.

2. Right to Service Rules (Sh. Manjit Brar)

We have to notify the rules under Punjab Right to Service Act. The rules would give details regarding registration of complaints, issuance of acknowledgement slips, imposition of pendancy, recovery of penalty, deposit of penalty and payment of compensation and other issues. We will submit a draft in next 2-3 days.

3. Website of the Commission (Ms. Archana, Infotech)

A separate and independent website for the Commission. Suggested name are - rtspunjab.nic.in/rtspunjab.org etc. It can be got developed with the Punjab Infotech.

4. Help-line (DOEACC)

The Commission needs to have a dedicated help-line, DOEACC can develop it and also run the help-line.

5. Awareness

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

6. Check-list – Work to be done by the Administrative Departments (Ms. Kavita, Director, IT)

There are 10 departments involved for the 67 stipulated service :

The concerned departments need to develop the application format alongwith a check list for delivery of these services. The applicant is required to know about the documents which need to be submitted alongwith application so that his application can be acknowledged and the stipulated time limit can start.

7. Registration of complaints and service delivery points (Ms. Kavita, Director, IT)

As of now the services would be delivered at the following places :

- (1) In the offices of designated officers as is being done now
- (2) Fard Kendras for delivery of revenue services
- (3) Sanj Kendras for delivery of police services
- (4) Suvidha centres for all the 67 services minus service relating to police and revenues. The status of the services being delivered at the Suvidha Centres need to be updated and DC will have to ensure that the services are delivered at Suvidha Centres. If there are any gaps in terms of infrastructure and man-power then DC would be required to upgrade the Suvidha Centres.

- Display Boards indicating the nature of service and the requirement of documents at all the delivery points
- The applicant would submit the application alongwith the requisite documents and his application would be acknowledged at the delivery points and he will be given the receipt. In case his application is incomplete the concerned designated officers or authorize officers at Suvidha Centres etc/ would ask the applicant to complete the requirements in one go and there will no any repeated objections of the applicants.

8. **On-line registration of complaints** – Gradually we can develop the system for on-line registration of complaints. The complaints can be emailed to the mail boxes of the designated officers for delivery of services. This work can be given to Punjab Infotech/TCS/DOEACC. **(Ms. Arti, Infotech)**

9. **Monitoring** – The number of applications pending with the designated officers can be reviewed by the first appellate authority and also by the Commission through web enable system which is being developed by TCS. Similarly, the pendancy at the level of first appellate and second authority can be reviewed and monitored by the Commission. The work has been assigned to TCS. **(Ms. Arti, TCS/Infotech)**

10. **Review by Chief Secretary**

CS can review :

- (1) with the administrative departments regarding preparation of check-list etc.;
- (2) meeting with senior officers who have been assigned districts;

- (3) Deputy Commissioners regarding issue relating to monitoring and up-gradation of Suvidha Centres;

CS may kindly see for information and approval.

(Satish Chandra)
Principal Secretary Planning
12-10-2011

Chief Secretary