

Government of Punjab
Department of Planning

To

1. Sh. Rakesh Kumar, Verma, IAS,
Managing Director, Punjab Infotech.
2. Sh. Jaspal Mittal, PCS,
Secretary, Right to Service Commission
3. Sh. Manjit Brar, ACA,
PUDA.
4. Mrs. Meenakshi
DOEACC SOCIETY

No. 112-RTS Act-PSPB-2011/
Dated, Chandigarh, the 20th October, 2011

Subject:- Helpline Service- Right to Service Act.

Chief Secretary, Punjab would hold a meeting on 21/10/2011 at 10:00 AM, in his office room No. 26, 6th Floor, Pb. Civil Secretariat, regarding the proposal of DOEACC SOCIETY for helpline service for implementation of Right to Service Act. A copy of the note prepared in this regard is enclosed herewith. You are requested to kindly attend this meeting.

(Satish Chandra)
Principal Secretary Planning.

Sub: Help-line Service – Right to Service Act

1. Chief Secretary may kindly recall the decision regarding setting up of help-line for Right to Service Act in the Right to Service Commission. DOEACC Society, a body of Department of Information Technology, GoI was contacted. The proposal submitted by them dated 17/10/2011 is placed below -
2. **Scope of the help-line** 2– The help-line would be operational from 10 AM to 6 PM evening and will have two landline and two computer operators. It would provide the following services to the public-
 - (1) **Query** – The help-line would provide all kinds of information about the services available under Right to Service Act, where to access them and whom to contact;
 - (2) **Complaint** – If the service is not provided by the Department in the stipulated time, it would be taken as a complaint and this complaint would be forwarded by the help-line to the Designated Officers, his seniors, first appellate authority etc.;
3. **Manpower to be recruited by Right to Service Commission** – A Project Coordinator of the level of Under Secretary/Deputy Secretary (Retd) can be recruited as Project Coordinator for the purpose of operationalisation and smooth running of the help-line. His pay may be fixed around Rs. 30,000 to 40,000 per month.

4. **Cost** – It is proposed to outsource the operation and maintenance of the help-line to DOEACC. The cost estimates placed at page 4-5 of the proposal.

Software	Rs. 11.75 lac (one time)
Hardware	Rs. 2.81 lac (one time)
Monthly recurring	Rs. 81,000 per month of which administrative charges Rs. 50,000 per month and pay of two operators and one database administrator Rs. 31,000 per month.

The total cost of the help-line would be

- Rs. 14 lac one time
- Rs. 1.25 lac per month or Rs. 15 lac per year

3. I feel that the costs are reasonable. DOEACC has assured that they can make the help-line fully functional within 45 days and the query/information part within 3 weeks. They would require a small room in the office of Right to Service Commission.

(Satish Chandra)
Principal Secretary Planning &
Member Secretary
Punjab Governance Reforms Commission

Chief Secretary