

Government of Punjab  
Department of Personnel  
(Governance Reforms Cell)

NOTIFICATION  
Chandigarh, the 28<sup>th</sup> 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)

S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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
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)

S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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
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

S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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
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

S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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
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

S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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
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

S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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

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



S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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
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

S.No	Department	Name of the service	Given Time Limit (working days)	Designated Officer
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

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

28<sup>th</sup> 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.

Deputy Secretary, Personnel

No.1/22/2011-PGRC/759

Chandigarh, the 28<sup>th</sup> July 2011

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

Deputy Secretary, Personnel