



Dr. Mahavir Singh, IAS (Retd.)  
Chief Commissioner

Chandigarh Right to Service Commission  
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Benigh  
14/02/2025

PS/CRTSC/2025/21  
Dated 14-02-2025

Subject: Implementation of the Right to Service Act in the Union Territory of Chandigarh.

Dear Surendera,

It is informed that as many as 441 services of 31 Departments of Chandigarh Administration have been notified vide Notification No. 28/67/1-IH(11)-2022/3946, dated 08.03.2022, Notification No. 28/67/1-IH(11)-2022/19025 dated 29.11.2022 and Notification No. 28/67/1-IH(11)-2023/4037 dated 22.03.2023. While notifying these services, time limit has also been prescribed for providing these services to the people of UT, Chandigarh

After receiving the Monthly Progress Reports from these Departments, consolidated Monthly Progress Report is prepared in respect of the applications received, disposed off, pending within time-limit and beyond time-limit and sent to the Hon'ble Governor of Punjab-cum-Administrator, UT Chandigarh. You would agree with me that the administration need to align its activities to ensure speedy disposal of the grievances of the people in general and provide the services notified under the Punjab Right to Service Act, 2011 as extended to the Union Territory of Chandigarh, in particular. I have observed that some Departments, such as Estate Office, Chandigarh Pollution Control Committee,

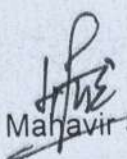


Labour Department, etc, have higher pendency in providing the services to the people of UT, Chandigarh, beyond the prescribed time-limit.

I shall shortly be holding meeting with all the Administrative Secretaries, Heads of Departments, Boards and Corporations in the Chandigarh Administration to ensure that the provisions of the Punjab Right to Service Act, 2011 as extended to the Union Territory of Chandigarh, are implemented in true spirit and the services are provided to the people within the stipulated time-limit.

In view of the above, I would like to request you to review with the Officers working under your control and issue necessary instructions to them to initiate the process of 'end-to-end digitalization' of notified services at the earliest. While the 'online platform' is activated, it would be appropriate to incorporate the 'feedback' and 'third party verification' about the satisfaction of public. I have separately discussed this matter with the SIO, NIC, UT Chandigarh for completing the process of online platform.

*With best wishes.*

  
Dr. Mahavir Singh

Sh. Surendera Singh Yadav, IPS  
Director General of Police  
Union Territory, Chandigarh