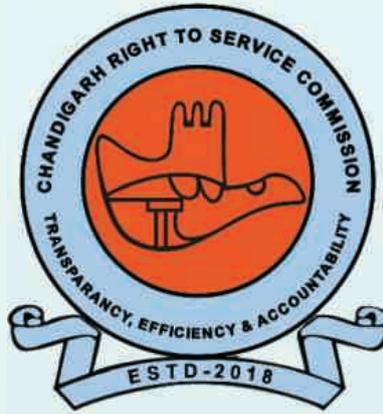




**RIGHT TO SERVICE**

# **ANNUAL REPORT**

**APRIL 2024 TO MARCH 2025**



**CHANDIGARH RIGHT TO SERVICE COMMISSION**

**Nagar Yojana Bhavan, 'C' Wing, Madhya Marg  
Sector – 18 A, Chandigarh- 160018  
[www.rtsc.chd.gov.in](http://www.rtsc.chd.gov.in)**



सत्यमेव जयते

## RIGHT TO SERVICE



# ANNUAL REPORT

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CHANDIGARH

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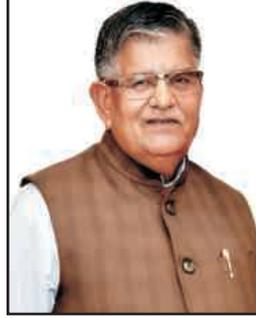
**Gulab Chand Kataria**

**Governor of Punjab  
and  
Administrator  
Union Territory, Chandigarh**



सत्यमेव जयते

**Raj Bhavan, Punjab  
Chandigarh-160019**



## संदेश

यह मेरे लिए अत्यंत हर्ष और गर्व का विषय है कि चंडीगढ़ राइट टू सर्विस कमीशन की वार्षिक रिपोर्ट 2024-2025 प्रकाशित हुई है। इस अवसर पर मैं आयोग के अध्यक्ष, सदस्यों तथा पूरी टीम को हार्दिक बधाई एवं शुभकामनाएँ देता हूँ।

अपनी स्थापना के बाद से इस आयोग ने उल्लेखनीय उपलब्धियाँ अर्जित की हैं और आज यह एक पूर्ण विकसित तथा प्रभावी संस्था के रूप में सामने आया है। चंडीगढ़ प्रशासन के विभिन्न विभागों से समयबद्ध एवं पारदर्शी सेवाएँ प्राप्त करने में इस आयोग ने नागरिकों की जो मदद की है, वह वास्तव में प्रशंसनीय है। इससे न केवल सुशासन को बढ़ावा मिला है, बल्कि आमजन का प्रशासनिक तंत्र पर विश्वास भी मजबूत हुआ है।

मैं आशा करता हूँ कि चंडीगढ़ राइट टू सर्विस कमीशन लोगों को समयबद्ध और पारदर्शी सेवाएँ प्रदान करने के अपने मिशन में निरंतर नई ऊँचाइयों को प्राप्त करेगा। मैं समझता हूँ कि अधिसूचित सेवाओं को ऑनलाइन माध्यम से उपलब्ध कराने का इसका प्रयास अत्यंत सराहनीय है, जिसे भविष्य में और अधिक सुदृढ़ करने की आवश्यकता है।

मुझे यह जानकर भी प्रसन्नता है कि आयोग एन.आई.सी. के सहयोग से 'ऑटो अपील सिस्टम' विकसित कर रहा है। यह प्रणाली न केवल न्याय के आकांक्षियों के लिए एक नई आशा बनेगी, बल्कि नीति-निर्माताओं और प्रशासकों को भी सेवाओं के प्रदायन में और अधिक दक्षता एवं पूर्णता को दिशा में प्रेरित करेगी।

मुझे विश्वास है कि आने वाले समय में चंडीगढ़ राइट टू सर्विस कमीशन अपने इन प्रयासों से सुशासन और जन-सेवा के क्षेत्र में नए आयाम स्थापित करेगा।

(गुलाब चंद कटारिया)

वी. श्रीनिवास, आई.ए.एस.

V. Srinivas, IAS

सचिव

SECRETARY



सत्यमेव जयते

भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
प्रशासनिक सुधार और लोक शिकायत विभाग,  
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GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,  
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

SARDAR PATEL BHAWAN, SANSAD MARG,

NEW DELHI-110001



## MESSAGE

I am delighted to extend my heartfelt appreciation to the Chandigarh Right to Service Commission on the publication of its annual report for 2024-2025. Since inception, the Commission has dedicated itself to provide notified services to the citizens in an efficient manner. This report is a testament to the significant progress achieved in delivering hassle-free and time-bound public services to the people of Chandigarh.

The Chandigarh Right to Service Commission under the leadership of Dr. Mahavir Singh has emerged as a pioneer in implementation of the Right to Service legislation with several innovations like online portal, user-manual and sensitization of officers. Further, efforts are being aligned to introduce the auto appeal system in Chandigarh. The Chandigarh Right to Service Commission has actively engaged with DARPG in improving service delivery through seamless transition to e-services.

All the best wishes to the Chandigarh Right to Service Commission in its challenging policy endeavors.

V.Srinivas, IAS

Secretary

Department of Administrative Reforms & Public Grievances

Ministry of Personnel, Public Grievances & Pensions

Government of India

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### **MESSAGE**

I consider myself fortunate that I have been entrusted with the responsibility of Chief Commissioner of the Chandigarh Right to Service Commission, for effective implementation of the Right to Service Act in the Union Territory of Chandigarh. After assuming the charge on 05.02.2025, I took upon myself to infuse a sense of responsibility amongst the Government officials to provide services to the citizens within the given time frame.

Sensitization of the Designated Officers and other officials at the cutting-edge level, about the rights of citizens to get services in a time bound manner would not only create a citizen-centric environment but would also raise the level of satisfaction amongst citizens seeking services from various Departments.

I take this opportunity to thank the Chandigarh Administration and my colleagues and staff in the Commission for helping me in implementation of the Right to Service Act in the Union Territory of Chandigarh. I also appeal to the people of 'City Beautiful' to make full use of this Act for availing themselves of the time bound delivery of services. I am confident that the officers of Chandigarh Administration would strive hard to come upto the expectations of the citizens and deliver them the services within the timeframe notified under the Act.

  
**Dr. Mahavir Singh**  
Chief Commissioner,  
Chandigarh Right to Service Commission

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## CHAPTER - I

### INTRODUCTION

In the participatory democracy, 'welfare of citizens' assumes prime importance and the governance structure is re-aligned to cater to needs of public at large. In this context, various rights based statutes have been enacted in India. These include; Right to Information Act, 2005, Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), 2005, Right of Children to Free and Compulsory Education Act, 2009 and National Food Security Act, 2013.

In the development journey of a country, the civil society becomes aware of its rights to get civic-centric services in a reasonable time and in a hassle-free manner. Feeling this pulse of the public, Madhya Pradesh became the first State in India to enact the Right to Service Act on 18<sup>th</sup> August, 2010. This was followed by 24 States namely; Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, Chhattisgarh, Goa, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Manipur, Meghalaya, Mizoram, Odisha, Punjab, Rajasthan, Tripura, Uttar Pradesh, Uttarakhand, and West Bengal and 07 Union Territories of Andaman & Nicobar Islands, Chandigarh, Dadra and Nagar Haveli and Daman & Diu, Delhi, Jammu & Kashmir, Ladakh and Lakshadweep. However, out of the 24 States and 07 Union Territories, the Commissions have been set up only in 07 States and 01 Union Territory i.e. in States of Assam, Haryana, Maharashtra, Meghalaya, Punjab, Uttarakhand, and West Bengal and Union Territory of Chandigarh.

2. The Chandigarh Administration started deliberating on the subject and finally moved a proposal to the Government of India, Ministry of Home Affairs, in August, 2015 for extending the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 to the Union Territory of Chandigarh. The Government of India,

Ministry of Home Affairs, agreed to the proposal and vide Notification No. G.S.R. 1015 (E) dated 14<sup>th</sup> August, 2017 (**Annexure 'A'**) extended the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 with minor modifications to the Union Territory of Chandigarh.

### 3. **Objectives**

The basic objective of the Act is to provide services to the people of Chandigarh in a transparent, efficient and time bound manner. The Act seeks to achieve its objectives by authorizing the Government to:

- (i) Notify services that are to be covered under the Act;
- (ii) Provide timelines for each service covered by the notification;
- (iii) Nominate Designated Officers who shall be responsible for delivery of each service in the given timeline;
- (iv) Provide for two levels of appeal to the citizen in case the service is not provided within the stipulated time frame or is deficient in any manner:
- (v) Empower the Second Appellate Authority to impose penalty on the defaulting officer, if the service has been refused or delayed without sufficient reason;  
and
- (vi) Provide for compensation to the aggrieved citizen out of the amount recovered as penalty

### 4. **Salient Features of Right to Service Act**

- (i) Under Section 3, the State Government may, by notification from time to time, notify the services, to which this Act shall apply.
- (ii) 'Eligible person' has been defined as a person who is eligible for obtaining services notified under Section 3.

- (iii) The designated officers are appointed who shall provide service to the eligible person within given time limit as provided under Section 4.
- (iv) An eligible person shall make an application to Designated Officer for obtaining any service [Section 5].

**5. Duties of Designated Officer**

- (i) The Designated Officer shall issue acknowledgement to the Applicant on receipt of application.
- (ii) The Designated Officer shall convey the objections/deficiencies to the Applicant on receipt of application in one go only.
- (iii) The Designation Officer, shall provide the service to the eligible person within the given time limit [Section 4].
- (iv) The Designation Officer shall, either provide service or reject the application within the given time limit [Section 5(2)].
- (v) In case of rejection, the Designated Officer, shall record the reasons in writing and intimate the same to the applicant [Section 5 (2)].
- (vi) The Designated Officer shall maintain detailed records of services applied for in a format attached therewith [Section 5(3) and Rule 4].

**6. Duties of First Appellate Authority (FAA)**

- (i) The applicant may file an appeal to the First Appellate Authority within 30 days, if he is not satisfied with the orders of Designated Officer [Section 6(1)].
- (ii) The First Appellate Authority shall give opportunity of personal hearing to the Appellant and the Designated Officer.
- (iii) The First Appellate Authority shall finally dispose off the appeal within a period of 30 days of its receipt [Section 6(4)].

- (iv) If the appeal is accepted, then First Appellate Authority shall direct the Designated Officer to provide service within Specified period.
- (v) If the appeal is rejected then reasons for rejection shall be specified in the order and communicated to the applicant.

## **7. Duties of Second Appellate Authority (SAA)**

- (i) The applicant on rejection of his appeal by the First Appellate Authority, may file an appeal within 30 days to the Second Appellate Authority [ Section7(1)].
- (ii) The Second Appellate Authority shall give opportunity of personal hearing to the Appellant.
- (iii) The Second Appellate Authority shall finally dispose off the appeal within 60 days of its receipt [Section 7(2) Proviso 3].
- (iv) The Second Appellate Authority, may impose lump sum penalty of Rs. 500/- to 5000/- on the Designated Officer and/or any other official involved in the process of providing such service. [Section 9 (1) (a)].
- (v) The Second Appellate Authority may recommend disciplinary action against the defaulters in addition to the penalty imposed on the erring officials [Section 9(3)].
- (vi) If the appeal is accepted, then Second Appellate Authority shall direct the Designated Officer to provide service within Specified period.
- (vii) If the appeal is rejected then reasons for rejection shall be specified in the order and communicated to the applicant.

## **8. Powers and Functions of Commission**

The Act authorizes the Commission to oversee and supervise its implementation and to serve as the highest forum of revisional authority. Apart from this,

powers have also been given to the Commission to take Suo Moto notice of failure to deliver service in accordance with this Act and refer such cases for decision to the First Appellate Authority or the Second Appellate Authority or pass such order itself as may be appropriate.

- (i) The aggrieved applicant may, make an application for revision of the order of the Second Appellate Authority, within sixty days to the Commission [Section 10].
- (ii) Take suo moto notice of failure of service delivery to the applicant [Section17(1)(b)].
- (iii) Carry out inspection of offices of Designated Officers/First and Second Appellate Authorities [17(1)(c)].
- (iv) Recommend departmental action against the erring officials [Section17(1)(d)].
- (v) Recommend change in procedures for more transparent and more easier delivery of services, in consultation with the concerned Administrative Secretaries [Section17(1)(e)].
- (vi) Recommend additional notifications/suggest modifications under Section 3, in the notifications already issued to better implementation of the Act [Section17(1)(f)].
- (vii) Issue general instructions for the guidance of Designated Officer/First and Second Appellate Authorities [Section17(1)(g)].
- (viii) The State Government shall consider the recommendations made by the Commission under clauses (d), (e) and (f) of sub-section(1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission.

- (ix) In case the Government decides not to implement any of the recommendations of the Commission, it will communicate the reasons for not acting on the recommendations to the Commission Section 18.
- (x) The Commission shall prepare an annual report of the recommendations made by it under section 17 along with the action taken and reasons for not taking action, if any. The State Government shall cause a copy of this report to be laid on the table of the Punjab Legislative Assembly (in this case, Parliament)".
- (xi) Commission is empowered to impose penalty up to rupees ten thousand per case on the Designated Officer or any other officer/official in the case of failure of delivery of service within the prescribed time-limit [Section 2 (h) of amended Act of 2014].
- (xii) Commission, by an order is empowered to give such amount as compensation the appellant out of the amount of penalty imposed, as may be specified by it, which shall not exceed the total amount of penalty so imposed.

## CHAPTER – II

### CONSTITUTION OF THE CHANDIGARH RIGHT TO SERVICE COMMISSION

In accordance with Section 12 of the Act, the Administrator, Union Territory Chandigarh, vide Notification No. 28/67/IH(11)-2018/1631 dated 23.01.2018 (**Annexure 'B'**) constituted the Chandigarh Right to Service Commission (hereinafter referred to as the 'Commission')

Subsequently, the Administrator, Union Territory, Chandigarh in consultation with and approval of the Government of India, Ministry of Home Affairs, from time to time, appointed the following Commissioner/Chief Commissioner of the Chandigarh Right to Service Commission:-

- Sh. K.K. Jindal, IAS (Retd.) as the Commissioner vide Notification No. 28/67/IH(11)-2018/9095 dated 26.04.2018 (**Annexure 'C'**).
- Dr.Dharam Pal, IAS as the Commissioner vide Order No. 28/67/3-IH(11)-2023/3839, dated 17.03.2023 (**Annexure 'D'**) in addition to his duties as Advisor to the Administrator, U.T. Chandigarh .
- Dr.Dharam Pal, IAS as the Chief Commissioner vide Order No. 28/67/3-IH(11)-2023/10706, dated 19.07.2023 (**Annexure'E'**) in addition to his duties as Advisor to the Administrator, U.T. Chandigarh .
- Shri Arun Kumar, IAS (Retd.) as the Chief Commissioner vide Notification No. 28/67/4-IH(11)-2023/13969 dated 03.10.2023 (**Annexure 'F'**).
- Dr. Mahavir Singh, IAS (Retd.) as the Chief Commissioner Notification No. 28/67/4-IH(9)-2025/1471 dated 31.01.2025 (**Annexure 'G'**), who assumed the charge of Chief Commissioner on 05.02.2025.



Hon'ble Governor of Punjab and Administrator, UT Chandigarh Sh. Gulab Chand Kataria administering the oath of allegiance to the Constitution of India to Dr. Mahavir Singh, IAS (Retd.), Chief Commissioner of the Chandigarh Right to Service Commission at Punjab Raj Bhavan, Chandigarh on 5<sup>th</sup> February, 2025.



Other officers present during the oath of allegiance to the Constitution of India taken by Dr. Mahavir Singh, IAS (Retd.), as the Chief Commissioner of the Chandigarh Right to Service Commission at Punjab Raj Bhavan, Chandigarh on 5<sup>th</sup> February, 2025.

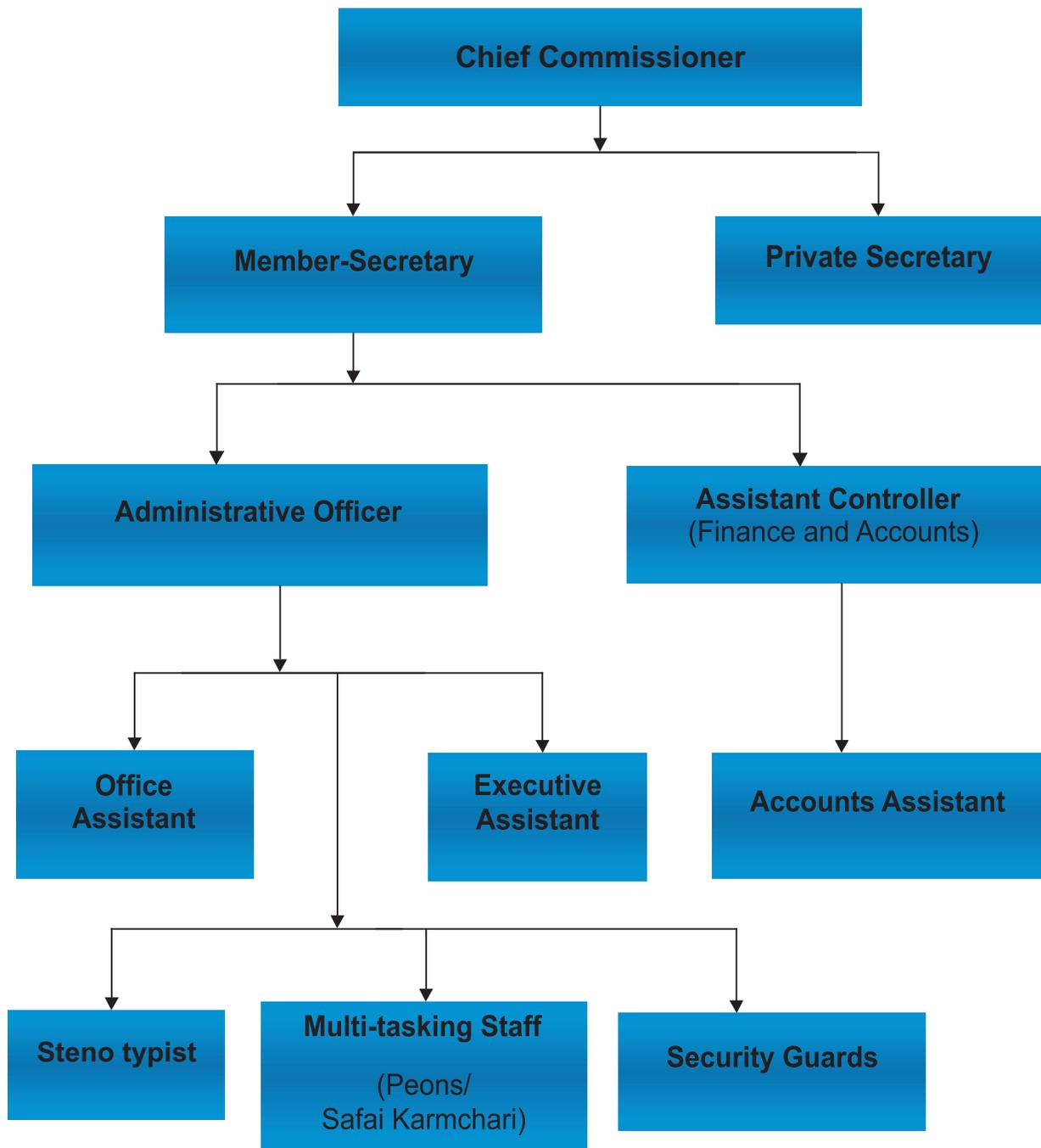
After assuming the charge of the post of Chief Commissioner, Chandigarh Right to Service Commission, a meeting was held with all the Administrative Secretaries and Heads of the Departments in the Union Territory of Chandigarh. In this meeting, directions were given for proper implementation of the Right to Service Act in the Union Territory of Chandigarh. Detailed presentation about the salient features of the Right to Service Act & Rules, was made to orient them towards the responsibilities and timelines prescribed for delivering the notified services to the citizens.



Dr. Mahavir Singh, Chief Commissioner, Chandigarh Right to Service Commission and Shri Rajeev Verma, Chief Secretary briefing the officers of Chandigarh Administration.

In order to make the Commission functional, the Chandigarh Administration vide its order No. 28/67/IH(11)-2018/9572 dated 02.05.2018 assigned the ex-officio charge as Member-Secretary of the Commission to a regular PCS Officer. Organizational structure of the Commission is as under:-

### **ORGANISATIONAL STRUCTURE OF THE COMMISSION**



## CHAPTER -III

### IMPLEMENTATION OF THE ACT

Section 3 of the Act provides for notification of the Services by the State Government (UT Administration of Chandigarh). It also provides for notification of the timelines in respect of each service, the Designated Officer, the First Appellate Authority & Second Appellate Authority. As no notification had been issued by the Administration in this regard till July 2018, the Commission, on its own, vide letter dated 12.07.2018 wrote to all the Heads of Departments of the Chandigarh Administration to furnish lists of services, including inter-alia the timelines within which a particular service shall be delivered, names & designations of the Designated Officers who will be responsible for delivery of these services, names and designations of the First & Second Appellate Authorities before whom a citizen can file his/her appeal in case of default on the part of the Designated Officer. As none of the Departments responded to the Commission's letter, it was decided that in the first phase of implementation of the Act, the Commission should focus only on the major public dealing departments. Accordingly, the matter was pursued with the Heads of Departments viz. Registering & Licensing Authority (Transport Department), Chandigarh Housing Board, D.C. Office, Estate Office and Municipal Corporation, Chandigarh.

2. All the above departments responded positively and started sending their lists of services by October / November 2018. Thereafter, a number of meetings were held with the officers of these departments and finally a list of Services, including the timelines, the names / designations of the Designated Officers, First & Second Appellate Authorities etc. was prepared and a draft Notification was sent to the Chandigarh Administration vide Commission's letter No.CRSC/MS/2019/04 dated 14.01.2019 for their consideration and notification in the official gazette. As of now, the Chandigarh Administration has notified 441 services of 31 departments of the Union Territory of Chandigarh vide Notification Nos. 28/67/1-IH(11)-2022/3946, dated 08.03.2022 (**Annexure 'H'**), 28/67/1-IH(11)-2022/19025, dated 29.11.2022 (**Annexure 'I'**) and 28/67/1-IH(11)-2023/4037, dated 22.03.2023 (**Annexure 'J'**).

3. Section 21 of the Act provides that the Government shall make rules and notify them in the official gazette to carry out the purposes of this Act. As the needful in this regard had not been done, the Commission, on its own prepared the draft Rules

and sent the same to the Chandigarh Administration for consideration vide Commission's letter No. CRSC/MS/2019/09, dated 08.02.2019. Thereafter, the Chandigarh Administration notified the same in the official Gazette vide Notification No 28/67/1-IH(11)-2019/15461, dated 11.10.2019 (**Annexure 'K'**).

4. It has been observed that the people are not availing of the facility of filing of First/Second Appeals before the First/Second Appellate Authorities as provided under Section 6(1) and 7(1) of the Act and submit applications/complaints directly to the Commission inspite of awareness messages/notices published in the leading Newspapers. Therefore, the Commission felt that the Auto Appeal System (AAS) portal which is successfully functioning in the State of Haryana, is required to be adopted in the Union Territory, Chandigarh.

5. Accordingly, for implementing Auto Appeal System (AAS) portal, proposal for necessary amendment in Rule 5 of these rules was prepared and sent to the Chandigarh Administration for consideration. Meanwhile, in anticipation of amendment in the Rules, spadework has been done to launch AAS on pilot basis in some of the Departments. This exercise would help in embarking upon a new path of 'Online submission of applications, tracking of applications and automatic appeals to First Appellate and Second Appellate authorities in case of inaction or rejection or denial of service to the citizens'.

6. About 44 Sampark Centres are functioning in the UT of Chandigarh for providing various kinds of services online, pertaining to a number of Departments. It is expected that in future, a large number of the notified services will be availed of by the citizens through these Sampark Centres. At present, out of 441 notified services, 364 services are being provided through on-line mode, and for the remaining services, the NIC, UT, Chandigarh has assured that the needful shall be done immediately.

7. The Commission has directed all the departments to upload the services notified under Right to Service Act, on their official websites along with User Manual consisting of workflow, timeline, procedure, checklist & video. Now, most of the departments have uploaded the Notifications of Services on their official websites. The citizens are now able to track their applications & provide feedback to the Department for further improvement.

8. In order to monitor progress with regard to implementation of the Act, the concerned Departments were directed to send their Monthly Progress Reports in the prescribed performa. On the basis of the reports sent by the Departments, Consolidated Monthly Progress Reports are compiled & sent to the Hon'ble Administrator, UT, Chandigarh.

9. Consolidated Progress Reports for the year 2019-2020, 2020-2021, 2021-2022, 2022-2023, 2023-2024 and 2024-2025 are given as under:

Year	Number of Applications received	Number of Applications disposed off	Number of Applications pending within time limit	Number of Applications pending beyondtime limit
*2019-2020	107836	106931 (99.16 %)	778 (0.72%)	127 (0.12%)
2020-2021	987786	961798 (97.37%)	23349 (2.36%)	2639 (0.27%)
2021-2022	6634090	6555782 (98.82%)	63909 (0.96%)	14399 (0.22%)
2022-2023	1304979	1166871 (89.41%)	102073 (7.83%)	36035 (2.76%)
2023-2024	1673115	1445770 (86.41%)	191712 (11.46%)	35633 (2.13%)
<b>2024-2025</b>	<b>1667800</b>	<b>1445670</b> <b>(86.68%)</b>	<b>210532</b> <b>(12.62%)</b>	<b>11598</b> <b>(0.70%)</b>

\*From November,2019 to 31-03-2020

10. Department-wise Consolidated Progress Reports for the year 2024-2025 is given on the subsequent pages: **[Annexures L]**

**CHANDIGARH RIGHT TO SERVICE COMMISSION  
C-WING, NAGAR YOJANA BHAVAN SECTOR -18A CHANDIGARH**

<b>UTILIZATION CERTIFICATE DETAILS</b>	
<b>RECEIPTS</b>	<b>April 2024 to March 2025</b>
Opening Balance Cash-In-hand as on 01/04/2024	9,540.30
Opening Balance In Bank as on 01/04/2024	5,41,957.50
GRANT IN AID RECEIVED DURING THE YEAR	92,57,809.00
SAVING BANK INTEREST	58,930.00
	<b>98,68,236.80</b>
<b>PAYMENTS</b>	
BANK CHARGES	265.00
ADVERTISEMENT	54,330.00
OFFICE EQUIPMENT	1,79,124.00
COMPUTER EXPENSES	67,752.00
NEWSPAPER & PERIODICALS	7,225.00
OFFICE EXPENSES	51,623.30
REPAIR AND MAINTENANCE	34,968.00
COMPUTER & LAPTOP	6,68,460.00
PRINTING AND STATIONARY	2,80,559.00
BANK INTEREST - PAID TO TREASURY	1,18,237.00
SALARY	6,64,131.00
SALARY & WAGES CONTRACTUAL	56,99,153.00
TELEPHONE & INTERNET COMM EXP	1,72,783.00
ELECTRICITY EXPENSES	2,78,646.00
WATER EXP	20,192.00
<b>TOTAL</b>	<b>82,97,448.30</b>
<b>UNSPENT BANK BALANCE</b>	<b>15,70,788.50</b>
<b>UNSPENT CASH/IMPREST BALANCE</b>	-
<b>TOTAL UNSPENT BALANCE</b>	<b>15,70,788.50</b>

**For A. Kumar Verma & Company**

**For Chandigarh Right to  
Service Commission**

**Chartered Accountant.**

**FRN No: 013496N**



CA **Saini Yadav**  
Partner

M. No. 521187

UDIN NO: 25521187BMJNCA7048

Date: 18.04.2025

Place: Chandigarh

  
**Asst. Controller (F&A)**  
**CRTSC, UT Admn**  
**Chandigarh**



सत्यमेव जयते

GOVERNMENT OF INDIA

# Chandigarh Administration Gazette

## EXTRAORDINARY

Published by Authority

CHANDIGARH, MONDAY, OCTOBER 16, 2017 (ASVINA 24, 1939 SAKA)

MINISTRY OF HOME AFFAIRS

### Notification

New Delhi, the 14th August, 2017

**G.S.R.1015(E).**- In exercise of the powers conferred by Section 87 of the Punjab Reorganisation Act, 1966 (31 of 1966), the Central Government hereby extends to the Union Territory of Chandigarh, *The Punjab Right to Service Act, 2011 (Punjab Act 24 of 2011)* and *The Punjab Right to Service (Amendment) Act, 2014 (Punjab Act 10 of 2014)*, as in force in the State of Punjab on the date of this notification, subject to the following modifications, namely :-

### MODIFICATION

THE PUNJAB RIGHT TO SERVICE ACT, 2011

#### (Punjab Act 24 of 2011)

1. Throughout the Act, for the words "State of Punjab" wherever they occur, the words, "Union Territory of Chandigarh" shall be substituted.
2. In clause 1, in sub-clause (1), after the words and figures "Service Act, 2011", the words "as extended to the Union Territory of Chandigarh" shall be inserted.
3. In clause 2, in sub-clause (k), for the words "The Government of the State of Punjab", the words "The Administrator of the Union Territory of Chandigarh, appointed by the President under article 239 of the Constitution" shall be substituted.
4. In section 12, in sub-section (1), -
  - a) for the words "Punjab Right to Service Commission", the words "Chandigarh Right to Service Commission" shall be substituted;
  - b) in the proviso, for the words, "Financial Commissioner", the words "Advisor to the Administrator" shall be substituted.

5. In section 13, -
  - a) In sub-section (1), for the words "Leader of Opposition in the Punjab Vidhan Sabha", the words "The Central Government" shall be substituted;
  - b) In sub-section (2), the words "Chief Secretary of the State of Punjab or" shall be omitted;
  - c) In sub-section (3), for the words "officers of All India Services form the Punjab Cadre", the words "officers of All India Services from the Punjab or Haryana or Arunachal Pradesh-Goa-Mizoram and Union Territory Cadre" shall be substituted.
6. In section 15, in sub-sections (3) and (4), for the words "The Governor" at both the places, the words "The Administrator" shall be substituted.
7. In section 18, in sub-section (2), for the words "Punjab Legislative Assembly", the words "Parliament" shall be substituted.
8. In section 21, in sub-section (3), for the words "the House of the State Legislative", the words "each House of Parliament" shall be substituted.
9. Section 23 shall be omitted.

THE PUNJAB RIGHT TO SERVICE (AMENDMENT) ACT, 2014

**(Punjab Act 10 of 2014)**

10. In section 1, in sub-section (1), after the words, brackets and figures "Service (Amendment) Act, 2014", words "as extended to the Union Territory of Chandigarh" shall be inserted.

[F.No. U-11020/2/2014-UTL],  
PRAVEEN KUMAR SRIVASTAVA,  
Addl. Secy.,

ANNEXURE I

PUNJAB GOVERNMENT GAZ. (EXTRA.), OCT 20, 2011

(ASVN 28, 1933 SAKA)

PART-I

DEPARTMENT OF LEGAL AND LEGISLATIVE AFFAIRS, PUNJAB

**Notification**

The 20th October, 2011

**No. 37-Leg./2011.-** The following Act of the Legislature of the State of Punjab received the assent of the Governor of Punjab on the 19th October, 2011, is hereby published for general information :-

THE PUNJAB RIGHT TO SERVICE ACT, 2011

**(Punjab Act No. 24 of 2011)**

AN

ACT

*to provide for the delivery of services to the people of the State of Punjab within the given time limits and for matters connected therewith and incidental thereto.*

Be it enacted by the Legislature of the State of Punjab in the Sixty-second Year of the Republic of India as follows :-

- 1 (1) This Act may be called the Punjab Right to Service Act, 2011. Short title and commencement.
- (2) It shall come into force on and with effect from the date of its publication in the Official Gazette.
- 2 In this Act, unless the context otherwise requires,- Definitions.
- a) 'Commission' means a Commission constituted under section 12 ;
  - b) 'Designated Officer' means an officer as notified under section 3 ;
  - c) 'eligible person' means a person who is eligible for obtaining services notified under section 3 ;
  - d) 'First Appellate Authority' means an officer who is notified as such under section 3 ;
  - e) 'given time limit' means maximum time to provide the service by the Designated Officer as notified under section 3 ;
  - f) 'prescribed' means prescribed by rules made under this Act ;

- g) 'right to service' means a right to obtain the service within the given time limit ;
- h) 'service' means any service notified under section 3 ;
- i) 'Second Appellate Authority' means an officer who is notified as such under section 3 ;
- j) 'section' means a section of this Act; and
- k) 'State Government' means the Government of the State of Punjab.

Notification of services, Designated Officers, First Appellate Authority, Second Appellate Authority and the given time limit. 3 (1) The State Government may, by notification from time to time, notify the services, to which this Act shall apply.

(2) The State Government may, by notification, specify the Designated Officer, First Appellate Authority, Second Appellate Authority and the given time limit for the purposes of this Act.

Providing of services. 4) The Designated Officer shall provide the service to the eligible person within the given time limit.

Procedure for obtaining service. 5) (1) An eligible person shall make an application to the Designated Officer for obtaining any service under the provisions of this Act.

(2) The Designated Officer shall, on receipt of an application under sub-section (1), provide service or reject the application within the given time limit and in case of rejection of application, shall record the reasons in writing and intimate the same to the applicant.

(3) Every Designated Officer shall maintain detailed records of services applied for in a format as may be prescribed.

First appeal. 6 (1) Any eligible person, whose application for obtaining service is rejected under sub-section (2) of Section 5 or who is not provided the service within the given time limit, may file an appeal to the First Appellate Authority within thirty days from the date of rejection or the expiry of the given time limit, as the case may be.

(2) On receipt of an appeal under sub-section (1), the First Appellate Authority shall consider the matter and if, in its opinion the grievance of the eligible person appears to be genuine, it may direct the Designated Officer to provide the service within such period, as may be specified by it and in case of default, to appear before it in person and explain reasons thereof.

(3) After affording an opportunity of hearing to the Designated Officer and the eligible person, the First Appellate Authority may pass an order either accepting the appeal or rejecting the same by an order made in writing and in the case of rejection, the reasons for rejection shall be specified by it in such order and shall communicate the same to the eligible person.

(4) An appeal made under sub-section (1) shall be finally disposed of by the First Appellate Authority, as far as possible, within a period of thirty days of its receipt.

7 (1) Any eligible person, whose appeal for obtaining service is rejected or who is not provided the service within the time specified by the First Appellate Authority under section 6, may file an appeal to the Second Appellate Authority within thirty days from the date of such rejection or the expiry of the time specified by the First Appellate Authority. Second appeal.

(2) On receipt of an appeal under sub-section (1), the Second Appellate Authority may pass an order either accepting the appeal and directing the Designated Officer to provide service to the eligible person within such period as may be specified or reject the same in writing detailing the reasons for such rejection:

Provided that before rejecting the appeal, an opportunity of hearing to the eligible person shall be granted by the Second Appellant Authority:

Provided further that an order made by the Second Appellant Authority under this section shall be communicated to the eligible person:

Provided further that the appeal made under sub-section (1) shall be decided by the Second Appellate Authority, as far as possible, within a period of sixty days from the date of receipt of appeal.

8) The First Appellate Authority and the Second Appellate Authority shall, while deciding an appeal under the provisions of this Act, have the same powers as are vested in civil court while trying a suit under the Code of Civil Procedure, 1908 (5 of 1908) in respect of the following matters, namely :- Power to Summon and inspection.

- a) requiring the production and inspection of documents;
- b) issuing summons for hearing to the Designated Officer and the appellant; and
- c) any other matter which may be prescribed.

9 (1) (a) Where the Second Appellate Authority is of the opinion that the Designated Officer and/or any other official involved in the process of providing such service has/have failed to provide service without sufficient and reasonable cause, it may impose a lump sum penalty on the Designated Officer and/or any other official involved in the process of providing such service, which shall not be less than rupees five hundred and not more than rupees five thousand ; Penalty.

(b) Where the Second Appellate Authority is of the opinion that the Designated Officer and/or any other official involved in the process of providing such service has/have caused undue delay in providing the service, it may impose a penalty at the rate of rupees two hundred and fifty per day for such delay on the Designated Officer and/or any official involved in the process of providing such service, which shall not be more than rupees five thousand:

Provided that the Designated Officer and/or any other official involved in the process of providing such service shall be given a reasonable opportunity of being heard before any penalty is imposed in him/them under sub-clauses (a) and (b).

(2) The Second Appellate Authority may, by an order, give such amount as compensation to the appellant out of the amount of the penalty imposed under sub-

section (1), as may be specified by it, which shall not exceed the total amount of the penalty so imposed.

(3) The Second Appellate Authority may, if it is satisfied that the Designated Officer and/or any other official involved in the process of providing such service has/have failed to discharge the duties assigned under this Act without sufficient and reasonable cause, recommend disciplinary action against the defaulters under the service rules applicable to them in addition to the penalty imposed under sub-section (1).

10. Any person may, who is aggrieved by any order of the Second Appellate Authority, make an application for revision of the said order to the Commission or an officer nominated in this respect under the proviso to sub-section (1) of section 12 within a period of sixty days from the date of such order, which shall be disposed of in the manner as may be prescribed:

Provided that the Commission or the officer nominated, as the case may be, may entertain the application after the expiry of the said period of sixty days, if it or he is satisfied that the application could not be submitted in time for a reasonable cause.

Display of services and the given time limit.

11. The services and the given time limit shall be displayed locally and on website by the Secretary of the Department concerned for information of the public.

Constitution of the Commission.

12. (1) If in the opinion of the State Government, it is necessary or expedient so to do, it may, by notification, constitute for the purposes of this Act, a Commission to be called the Punjab Right to Service Commission:

Provided that till such time the Commission is not constituted by the State Government, it may, by notification, nominate an officer of the State Government, not below the rank of a Financial Commissioner to perform the functions and exercise the powers of the Commission under this Act.

(2) The Commission shall be a body corporate, known by the aforesaid name having perpetual succession and a common seal with power, subject to the provisions of this Act, to acquire, hold and dispose of property, both movable and immovable and to contract and shall, by the said name, sue or be sued.

(3) The Head Office of the Commission will be at Chandigarh or at such place, as the State Government may notify from time to time.

Composition of the Commission.

13. (1) The Commission shall consist of a Chief Commissioner and four Commissioners and their appointment shall be made by the State Government in consultation with the Leader of Opposition in the Punjab Vidhan Sabha.

(2) The Chief Commissioner shall be a retired officer in the rank and status of the Chief Secretary of the State of Punjab or Secretary to the Government of India.

(3) The Commissioners shall be retired officers of the Government of Punjab in the rank and status of a Secretary or its equivalent rank and status in any of the services of the State, including officers of All India Services from the Punjab cadre and/or expert in the field of Public Administration or e-Governance with atleast twenty years of experience in teaching or administration or from amongst other eminent public persons.

14. (1) The Chief Commissioner shall have powers of general superintendence and direction in the conduct of the affairs of the Commission. The Chief Commissioner shall preside over the meetings of the Commission as well as exercise and discharge the powers and functions of the Commission vested in him in accordance with the regulations framed under sub-section (4) of section 17.

Powers of the Chief Commissioner.

(2) In case of absence of the Chief Commissioner or a vacancy in the office of the Chief Commissioner, the State Government may nominate one of the Commissioners to perform the functions and exercise the powers vested in the Chief Commissioner as long as the vacancy or absence continues.

(3) A Commissioner nominated to discharge the functions and powers of the Chief Commissioner under sub-section (2) shall not be entitled to any compensation, allowance or facility in addition to what he would be entitled to as a Commissioner.

15. (1) The Chief Commissioner and the Commissioners shall hold office for a term of five years from the date on which they' enter upon the respective offices, or until they attain the age of sixty five years, whichever is earlier and they will not be entitled for re-appointment.

Term of office and conditions of services of Chief Commissioner and Commissioners.

(2) If a person already holding an office appointed as the Chief Commissioner or Commissioner, he shall have to resign or seek retirement from that office before joining the Commission.

(3) The Chief Commissioner or a Commissioner shall, before he enters upon his office, make and subscribe to, before the Governor or some other person appointed by him in that behalf, an oath or affirmation according to the form set out for the purpose in the Schedule.

(4) The Chief Commissioner or a Commissioner may, at any time, by writing under his hand addressed to the Governor, resign from his office. He would also be liable for removal from the office in the manner provided under section 16.

(5) The salaries and allowances payable to and other terms and conditions of service of the Chief Commissioner and the Commissioners shall be the same as those of the State Chief Information Commissioner and the State Information Commissioners respectively as laid down in sub-section (5) of section 16 of the Right to Information Act, 2005. All provision of the aforesaid sub-section shall apply mutatis mutandis to the Chief Commissioner and the Commissioners appointed under this Act.

(6) The State Government shall provide the Commission with such officers and employees as may be necessary for the efficient performance of the Commission under this Act. The salaries, allowances and conditions of service of the officers and other employees so appointed shall be such as may be prescribed.

16) (1) The State Government may remove the Chief Commissioner or any Commissioner from office after complying with the provisions of sub-section (2), if he has,-

Removal and suspension of the Chief Commissioner or a Commissioner from office in certain circumstances

- i. been adjudged insolvent ; or
- ii. been convicted of an offence which, in the opinion of the State Government, involves moral turpitude ; or
- iii. become physically or mentally incapable ; or,
- iv. acquired such financial or other interest as is likely to affect prejudicially his functions in any of the said capacities; or
- v. so abused his position as to render his continuance in office prejudicial to public interest.

(2) Notwithstanding anything contained in sub-section (1) the Chief Commissioner or any Commissioner, shall not be removed from his office, unless,-

- i. a reference is made by the State Government to the Chief Justice of the High Court of Punjab and Haryana seeking an enquiry and recommendation on the proposed removal of the Chief Commissioner or the Commissioner alongwith the grounds for the removal and material supporting such proposal;
- ii. the reference is duly enquired into by an inquiry committee headed by a sitting or retired High Court Judge or any other person appointed by the Chief Justice of the High Court of Punjab and Haryana ; and
- iii. the inquiry committee makes recommendation that the Chief Commissioner or the Commissioner ought to be removed on such ground or grounds.

(3) The State Government may suspend the Chief Commissioner or the Commissioner in respect of whom a reference has been made to the Chief Justice under sub-section (2).

(17) (I) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose the Commission may,-

Powers and functions of the Punjab Right to Service Commission.

- a) entertain and dispose of revisions under section 10;
- b) take suo moto notice of failure to deliver service in accordance with this Act and refer such cases for decision to the First Appellate Authority or the Second Appellate Authority or pass such order itself as may be appropriate;
- c) carry out inspections of offices entrusted with the delivery of services and the offices of the First Appellate Authority and the Second Appellate Authority;
- d) recommend Departmental action against any officer or employee of the State Government who has failed in due discharge of functions cast upon him under this Act;
- e) recommend changes in procedures for delivery of services which will make the delivery more transparent and easier:

Provided that before making such a recommendation, the Commission shall consult the Administrative Secretary incharge of the Department which is to deliver the service;

- (f) recommend additional notifications to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of this Act; and
- (g) issue general instructions, not inconsistent with the provisions of this Act for the guidance of Designated officers, the First Appellate Authorities and the Second Appellate Authorities.

(2) Where the Commission is satisfied that there are reasonable grounds to inquire into a matter arising out of the provisions of this Act, it may, suo moto, initiate an inquiry in respect thereof.

(3) The Commission shall, while inquiring into any matter under this section, have the same powers as are vested in a Civil Court while trying a suit under the Code of Civil Procedure, 1908, in respect of the following matters, namely:-

- a) summoning and enforcing the attendance of persons, compelling them to give oral or written evidence on oath and producing documents or things;
- b) requiring the discovery and inspection of documents;
- c) receiving evidence on affidavits;
- d) requisitioning any public records or copies thereof from any court or office;
- e) issuing summons for examination of witnesses or documents; and
- f) any other matter which may be prescribed.

(4) The Commission may frame its regulations for the conduct of its business and any such matter, as the Commission may deem fit.

18. (1) The State Government shall consider the recommendations made by the Commissioner under clauses (d), (e) and (f) of sub-section (1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission. In case the Government decides not to implement any of the recommendations of the Commission, it will communicate the reasons for not acting on the recommendations to the Commission.

Action by the Government on recommendation of the Commission.

(2) The Commission shall prepare an annual report of the recommendations made by it under section 17 along with the action taken and reasons for not taking action, if any. The State Government shall cause a copy of this report to be laid on the table of the Punjab Legislative Assembly.

19. (1) No suit, prosecution or other legal proceeding shall lie against any person for anything which is done in good faith or intended to be done in pursuance of this Act or any rule or any regulation made thereunder.

Protection of action taken in good faith.

(2) No act done or proceedings taken under this Act by the Commission shall be invalid merely on the ground of existence of any vacancy or by reason of defect or irregularity in its constitution or absence of any Commissioner in its meeting.

20. No civil court shall have jurisdiction to entertain any suit or proceedings in respect of any matter the cognizance of which can be taken and disposed of by any authority empowered by this Act or the rules or regulations made thereunder.

Bar of jurisdiction of courts.

Powers to  
make rules.

21. (1) The State Government may, by notification, in the Official Gazette, make rules to carry out the purposes of this Act.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely :-

- a) the format to maintain the records of services under sub-section (3) of section 5;
- b) the procedure for disposing of an application made under section 10;
- c) salaries, allowances and condition's of service of the officers and other employees of the Commission under sub-section (6) of section 15; and
- d) any other matter which is required to be, or may be prescribed ?

(3) Every rule made by the State Government under this Act, shall be laid, as soon as may be after it is made, before the House of the State Legislature, while it is in session, for a total period of ten days, which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, the House agrees in making any modification in the rule, or the House agrees that the rule should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be, however, any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule.

Power to  
remove  
difficulties.

22. If any difficulty arises in giving effect to the provisions of this Act, the State Government may, by order, not inconsistent with the provisions of this Act, remove the same:

Provided that no such order shall be made after the expiry of a period of two years from the commencement, of this Act.

Repeal and  
saving.

23. (1) The Punjab Right to Service Ordinance, 2011 (Punjab Ordinance No. 7 of 2011), is hereby repealed.

(2) Notwithstanding such repeal, anything done or any action taken under the Ordinance, referred to in sub-section (1), shall be deemed to have been done or taken under this Act.

**THE SCHEDULE**

[See Section 15(3)]

FORM OF OATH OR AFFIRMATION TO BE MADE BY  
THE CHIEF COMMISSIONER/COMMISSIONER

"I, \_\_\_\_\_ having been appointed Chief Commissioner/Commissioner swear in the name of God that I will bear true solemnly affirm faith and allegiance to the Constitution of India as by law established, that I will uphold the sovereignty and integrity of India, that I will duly and faithfully and to the best of my ability, knowledge and judgment perform the duties of my office without fear or favour, affection or and that I will uphold the Constitution of India and the laws made thereunder."

GOBINDER SINGH,  
Secretary to Government of Punjab,  
Department of Legal and Legislative Affairs.

ANNEXURE-II

PUNJAB GOVERNMENT GAZ. (EXTRA.), MAY 06, 2014

PART-I

**GOVERNMENT OF PUNJAB**

DEPARTMENT OF LEGAL AND LEGISLATIVE AFFAIRS, PUNJAB

**Notification**

The 6th May, 2014

**No. 10-Leg./2014.-** The following Act of the Legislature of the State of Punjab received the assent of the Governor of Punjab on the 23rd Day of April, 2014, is hereby published for general information :-

THE PUNJAB RIGHT TO SERVICE (AMENDMENT) ACT, 2014

**(Punjab Act No. 10 of 2014)**

AN

ACT

*further to amend the Punjab Right to Service Act, 2011.*

BE it enacted by the Legislature of the State of Punjab in the Sixty-fifth Year of the Republic of India as follows :-

Short title and commencement.

1. (1) This Act may be called the Punjab Right to Service (Amendment) Act, 2014.

(2) It shall come into force on and with effect from the date of its publication in the Official Gazette.

Amendment in section 17 of Punjab Act 24 of 2011.

2. In the Punjab Right to Service Act, 2011, in section 17, in sub-section (1),-

- i. in clause (f), the word "and" shall be omitted; and
- ii. in clause (g), for the sign "." appearing at the end, the sign and word " ; and" shall be substituted and thereafter the following clause shall be added, namely:-

“(h) while deciding the revision petitions or otherwise impose a penalty up to rupees ten thousand per case on the Designated Officer or any other officer or official involved in the process of providing service under the Act, if the Commission is of the opinion that the person concerned has failed without sufficient cause in due discharge of the duty cast on him;

Provided that the person concerned shall be given a reasonable opportunity of being heard before any penalty is imposed upon him:

Provided further that the Commission, by an order, give such amount as compensation to the appellant out of the amount of penalty imposed, as may be specified by it, which shall not exceed the total amount of penalty so imposed.”

H.P.S. MAHAL,  
Secretary to Government of Punjab,  
Department of Legal and Legislative Affairs.

**Chandigarh Administration  
Department of Personnel  
Notification**

Chandigarh, dated the 23.01.2018

No. 28/67-IH(11)-2018/1631 In exercise of the powers conferred by Section 12(1) of the Punjab Right to Service Act, 2011 (Punjab Act No. 24 of 2011) and the Punjab Right to Service (Amendment), Act, 2014, as extended to the Union Territory of Chandigarh vide Government of India, Ministry of Home Affairs Notification No. G.S.R. 1015 (E) dated 14.08.2017, the Administrator, Union Territory Chandigarh hereby constitutes the 'Chandigarh Right to Service Commission' with immediate effect.

Administrator  
Union Territory, Chandigarh

No. 28/67-IH(11)-2018/1632

Dated: 23.01.2018

A copy is forwarded to all the Administrative Secretaries/ Heads of Departments/ Offices/ Institutions in Chandigarh Administration for information and necessary action.

Superintendent Personnel  
for Adviser to the Administrator  
Chandigarh Administration

No. 28/67-IH(11)-2018/1633

Dated: 23.01.2018

A copy is forwarded to the Controller, Printing and Stationery, Chandigarh Administration with the request that the above notification may please be published in the Chandigarh Administration Gazette (Extra – Ordinary) and 200 copies thereof be supplied to the Administration immediately.

Superintendent Personnel  
for Adviser to the Administrator  
Chandigarh Administration

No. 28/67-IH(11)-2018/1634

Dated: 23.01.2018

A copy is forwarded to all the Administrative Branches in Chandigarh Administration Secretariat for information and necessary action

Superintendent Personnel  
for Adviser to the Administrator  
Chandigarh Administration

CHANDIGARH ADMINISTRATION  
DEPARTMENT OF PERSONNEL

NOTIFICATION

Dated, Chandigarh the 26.04.2018

No. 28/67-IH(11)-2018/ 9095 The Administrator, Union Territory, Chandigarh, appointed by the President under Article 239 of the Constitution, in consultation with and concurrence/approval of the Government of India, Ministry of Home Affairs, conveyed vide their letter No. U-13034/11/2018- CHD dated 20.04.2018 , is pleased to appoint Shri K.K. Jindal, IAS (Retd.) as Commissioner of the Chandigarh Right to Service Commission.

2. The terms and conditions of his appointment as Commissioner of the Chandigarh Right to Service Commission shall be notified in due Course.

Administrator  
Union Territory, Chandigarh

**Endst. No.28/67-IH (11)-2018/ 9096**

**Dated:** 26.04.2018

A copy is forwarded to Sh. K.K Jindal, IAS (Retd. AGMUT: 1999) for information and necessary action.

Superintendent Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No.28/67-IH (11)-2018/ 9097**

**Dated:** 26.04.2018

A copy is forwarded to Sh. Satish Kumar Singh, Under Secretary to Government of India, Ministry of Home Affairs, North Block, New Delhi for information w.r.t. his letter No. U-13034/11/2018-CHD dated 20.04.2018.

Superintendent Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No.28/67-IH 11)-2018/ 9098**

**Dated:** 26.04.2018

A copy is forwarded to Chief Secretaries of all States/Union Territories for information.

Superintendent Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No.28/67-IH (11)-2018/ 9099**

**Dated:** 26.04.2018

A copy is forwarded to the following for information and necessary action:-

- i) All Administrative Secretaries and Heads of Departments/ Boards/Corporations/Institutions in Chandigarh Administration;
- ii) Accountant General (A&E), U.T., Chandigarh;
- iii) Finance and Planning Officer-cum- Head of Office (in Cash Branch), Chandigarh Administration Secretariat;
- iv) Finance & Planning Officer (in Accounts Branch), Chandigarh Administration Secretariat with the request to make necessary provisions in the Budget of U.T. Secretariat to meet with the expenditure to be incurred on salary of Officers /officials and other office expenses in respect of 'Chandigarh Right to Service Commission';
- v) Treasury Officer, Central Treasury, U.T. Chandigarh;
- vi) All Administrative Branches in U.T. Secretariat, Chandigarh.

Superintendent Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No.28/67-IH (11)-2018/ 9100**

**Dated: 26.04.2018**

A copy is forwarded to the Controller, Printing & Stationary, U.T Chandigarh with the request to publish the notification in the Extra-ordinary Gazette of the Chandigarh Administration and supply 100 copies thereof to this Administration for record.

Superintendent Personnel  
for Administrator  
Union Territory, Chandigarh

**CHANDIGARH ADMINISTRATION  
DEPARTMENT OF PERSONNEL**

**ANNEXURE 'D'**

**ORDER**

Consequent upon relieving of Sh. K. K. Jindal. IAS (Retd.) Commissioner, Chandigarh Right to Service Commission w.e.f. 21.03.2023 (AN), the charge of the post of Commissioner, Chandigarh Right to Service Commission is hereby assigned to Sh. Dharam Pal, IAS, Adviser to the Administrator, Union Territory, Chandigarh, in addition to his own duties, till further orders.

Chandigarh, dated  
the, 15<sup>th</sup> March, 2023

Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/3-IH(11)-2023/ 3836**

**Dated:** 17.03.2023

A copy is forwarded to Sh. Dharam Pal, IAS, Adviser to the Administrator, Union Territory, Chandigarh for information.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/3-IH(11)-2023/ 3837**

**Dated:** 17.03.2023

A copy is forwarded to the following for information:-

- 1) Joint Secretary (UT), Government of India, Ministry of Home Affairs, New Delhi;
- 2) Chief Secretaries of all States / Union Territories.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/3-IH(11)-2023/ 3838**

**Dated:** 17.03.2023

A copy is forwarded to the following:-

- 1) Principal Secretary to the Governor Punjab for the information of Hon'ble Administrator, UT, Chandigarh
- 2) Private Secretary to the Adviser to the Administrator, UT, Chandigarh, for the information of Worthy AA.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/3-IH(11)-2023/ 3839**

**Dated:** 17.03.2023

A copy is forwarded to the following for information and necessary action:-

- 1) All the Administrative Secretaries and Heads of Departments / Boards/ Corporations / Institutions in Chandigarh Administration;
- 2) Accountant General (A&E), UT, Chandigarh;
- 3) Section Officer (in cash Branch) Chandigarh Administration Secretariat;
- 4) Member Secretary, Chandigarh Right to Service Commission  
Union Territory

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**CHANDIGARH ADMINISTRATION  
DEPARTMENT OF PERSONNEL**

**ANNEXURE 'E'**

**ORDER**

In supersession of Chandigarh Administration, Department of Personnel orders bearing Endorsement No. 28/67/3-IH(11)/2023/3836 dated 17.02.2023 and in pursuance of notification no. 28/67-IH(11)-2023/8769 dated 12.06.2023, the charge of the post of Chief Commissioner, Chandigarh Right to Service Commission is hereby assigned to Sh. Dharam Pal, IAS, Adviser to the Administrator, Union Territory, Chandigarh, in addition to his duties, till further orders.

Chandigarh, dated  
the, 19<sup>th</sup> July, 2023

Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/3-IH(11)-2023/ 10703**

**Dated: 19.07.2023**

A copy is forwarded to Sh. Dharam Pal, IAS, Adviser to the Administrator, Union Territory, Chandigarh for information.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/3-IH(11)-2023/ 10704**

**Dated: 19.07.2023**

A copy is forwarded to the following for information:-

- 1) Joint Secretary (UT), Government of India, Ministry of Home Affairs, New Delhi;
- 2) Chief Secretaries of all States / Union Territories.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/3-IH(11)-2023/ 10705**

**Dated: 19.07.2023**

A copy is forwarded to the following:-

- 1) Principal Secretary to the Governor Punjab for the information of Hon'ble Administrator, UT, Chandigarh
- 2) Private Secretary to the Adviser to the Administrator, UT, Chandigarh, for the information of Worthy AA.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/3-IH(11)-2023/ 10706**

**Dated: 19.07.2023**

A copy is forwarded to the following for information and necessary action:-

- 1) All the Administrative Secretaries and Heads of Departments / Boards/ Corporations / Institutions in Chandigarh Administration;
- 2) Accountant General (A&E), UT, Chandigarh;
- 3) Section Officer (in cash Branch) Chandigarh Administration Secretariat;
- 4) Member Secretary, Chandigarh Right to Service Commission  
Union Territory

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

CHANDIGARH ADMINISTRATION  
DEPARTMENT OF PERSONNEL

ANNEXURE 'F'

NOTIFICATION

Dated, Chandigarh the 03.10.2023

No. 28/67/4-IH(11)-2023/ 13969 The Administrator, Union Territory, Chandigarh, appointed by the President under Article 239 of the Constitution, in consultation with and concurrence/approval of the Government of India, Ministry of Home Affairs, conveyed vide D.O. No. 14016/22/2013,UTS-I dated 29.09.2023, is pleased to appoint Shri Arun Kumar, IAS (HY:989) (Retd.) as Chief Commissioner of the Chandigarh Right to Service Commission.

2. The terms and conditions of his appointment shall be notified / conveyed separately.

Chandigarh, dated  
the, 03<sup>rd</sup> October, 2023

-sd-  
Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/4-IH(11)-2023/ 13970**

**Dated: 03.10.2023**

A copy is forwarded to Sh. Arun Kumar, IAS (Retd.) (HY:1989), House No. 105, New Moti Bagh, New Delhi-110023, for information.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/4-IH(11)-2023/ 13971**

**Dated: 03.10.2023**

A copy is forwarded to Home Secretary, Government of India, Ministry of Home Affairs, New Delhi for information with reference to his D.O. No. 14016/22/2023,UTS-1 dated 29.09.2023

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/4-IH(11)-2023/ 13972**

**Dated: 03.10.2023**

A copy is forwarded to the Chief Secretaries of all States/Union Territories for information.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/4-IH(11)-2023/ 13973**

**Dated: 03.10.2023**

A copy is forwarded to Under Secretary to the Government of India, Ministry of Home Affairs, New Delhi for information with reference to his letter No. 14016/22/2023,UTS-1 dated 29.09.2023

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

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**Endst. No. 28/67/4-IH(11)-2023/ 13974**

**Dated: 03.10.2023**

A copy is forwarded to the following for information and necessary action:

- 1) Additional Chief Secretary to the Hon'ble Governor Punjab-cum-Administrator, Union Territory, Chandigarh for the information of Hon'ble Administrator, UT, Chandigarh
- 2) Private Secretary to the Adviser to the Administrator, UT, Chandigarh, for the information of Worthy AA.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/4-IH(11)-2023/ 13975**

**Dated: 03.10.2023**

A copy is forwarded to the following for information and necessary action:-

- 1) All the Administrative Secretaries and Heads of Departments / Boards/ Corporations / Institutions in Chandigarh Administration;
- 2) Accountant General (A&E), UT, Chandigarh;
- 3) Finance & Planning Officer (in Cash Branch), Chandigarh Administration Secretariat;
- 4) Member Secretary, Chandigarh Right to Service Commission Union Territory, Chandigarh
- 5) Treasury Officer, Central Treasury, U.T. Chandigarh

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**CHANDIGARH ADMINISTRATION  
DEPARTMENT OF PERSONNEL**

**ANNEXURE 'G'**

**NOTIFICATION**

Dated, Chandigarh the 31.01.2025

No. 28/67/4-IH(9)-2025/ 1471 In pursuance of Government of India, Ministry of Home Affairs Letter No. 14016/10/2023,UTS-1, dated 28.01.2025 and in terms of (i) Section 13(1) of the Punjab Right to Service Act, 2011 and (ii) the Punjab Right to Service (Amendment) Act, 2014 as extended to the UT of Chandigarh vide Ministry of Home Affairs Notification No. G.S.R. 1015 (E) dated 14.08.2017, the Administrator, Union Territory, Chandigarh is pleased to appoint Dr. Mahavir Singh, IAS (HY:1989) (Retd.) as Chief Commissioner of the Chandigarh Right to Service Commission.

2. His appointment shall be effective from the date he enters upon his office after taking an oath on terms of section 15(3) of the Act *ibid*.

3 In terms of Section 15(1) of the Act *ibid*, he shall hold office for a terms of five years from the date on which he enters upon the office or until he attains the age of sixty five (65) years, whichever is earlier and he will not be entitled for re-appointment. The salaries & allowance payable to and other terms and conditions of service shall be governed by section 15 and 16 of the Act *ibid*, with effect from the date, he assumes the charge of the office.

Chandigarh, dated  
the, 03<sup>rd</sup> October, 2023

Chief Secretary  
Union Territory, Chandigarh

**Endst. No. 28/67/4-IH(9)-2025/ 1472**

**Dated: 31.01.2025**

A copy is forwarded to the following for information:-

- 1) Under Secretary to the Government of India, Ministry of Home Affairs, New Delhi with reference to his letter No. 14016/10/2023,UTS-1, dated 20.01.2025.
2. Chief Secretaries of all States / Union Territories.
3. Additional Chief Secretaries to the Governor Punjab for the information of Hon'ble Administrator, UT, Chandigarh.
4. Special Secretary to Administrator, Union Territory, Chandigarh;
5. OSD to Hon'ble Administrator, UT Chandigarh;
6. Personal Assistant to the Chief Secretary, U.T., Chandigarh, for the information of worthy Chief Secretary.
7. All the Administrator Secretaries and Head of Departments/Board/Corporations/Institutions, Chandigarh Administration.
8. Accountant General (A&E), U.T., Chandigarh.
9. Finance & Planning Officer (in Cash Branch), Chandigarh Administration.
10. Member Secretary, Chandigarh Right to Service Commission, U.T., Chandigarh.
11. Treasury Officer, Central Treasury, U.T., Chandigarh.
12. Dr. Mahavir Singh, IAS (HY:1989) (Retd.), House No. 121, Sector-4, MDC, Panchkula-134114, for information and necessary action.

Secretary Personnel  
for Administrator  
Union Territory, Chandigarh



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GOVERNMENT OF INDIA

# Chandigarh Administration Gazette

Published by Authority

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 No. 24] CHANDIGARH, WEDNESDAY, MARCH 09, 2022 (PHALGUNA 18, 1943 SAKA)
 

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 CHANDIGARH ADMINISTRATION  
 DEPARTMENT OF PERSONNEL

## Notification

The 8<sup>th</sup> March, 2022

**No. 28/67/1-IH (11)-2022/3946.**—In supersession of Notification No. 28/67/1-IH(11)-2020/10872, dated 08.10.2020, and in exercise of the powers conferred under Section 3 of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to the Union Territory of Chandigarh *vide* Government of India, Ministry of Home Affairs, New Delhi Notification No. G.S.R. 1015(E) dated 14.08.2017, the Administrator, Union Territory of Chandigarh is pleased to notify the public services, designated officers, first appellate authorities, second appellate authorities and the stipulated time limits, for the purposes of this Act, as detailed below:-

Sr. No.	Name of the Department/ Office/Wing	Name of the Service	Stipulated time limit (Working Days/Hours/Minutes)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks, If any
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<b>(1) DC OFFICE</b>							
1.	<b>MA (Miscellaneous Assistant) Branch</b>	Grant of event permission for Road Show, Shobha Yatra, Nagar Kirtan, Trade Fair Exhibition, etc	<b>25 days</b> (a) A letter will be sent to the concerned <b>Deptt like Police</b> , Chief Fire Officer, M.C Office, Chandigarh etc. for obtaining NOC/Report: within 03 days (b) The Police Deptt., Chief Fire Officer, M.C Office, shall send the NOC/Report to the O/o DC: within 15 days (c) After receipt of NOC/Report Permission shall be granted: within 07 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner	

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2.	-do-	Counter-signatures on documents	<p><b>10 days</b></p> <p>(a) A letter will be sent to the concerned authorities like Birth &amp; Death Department, Registrar Marriages etc. for sending genuineness report: within 03 days</p> <p>(b) After receipt of genuineness report, Documents will be countersigned: within 07 days</p>	-do-	-do-	-do-	
3.	<b>STA (Stamp Assistant) Branch</b>	Refund of Non-Judicial Stamp Papers/ Court Fee orders	<p><b>(40 days)</b></p> <p>(a) An application for refund will be sent to Tehsildar (R) for verification: within 05 days</p> <p>(b) Tehsildar (R) will submit the verification report: within 30 days</p> <p>(c) Payment will be made to the applicant: within 05 days</p>	-do-	-do-	-do-	
4.	-do-	Refund of Treasury Challans	<p><b>(55 days)</b></p> <p>(a) An application for refund will be sent to Tehsildar (R) for verification: within 05 days</p> <p>(b) Tehsildar (R) will submit the verification report: within 30 days</p> <p>(c) Payment will be made to the applicant: within 20 days</p>	-do-	Deputy Commissioner-cum-Collector, U.T, Chandigarh (Revenue)	Commissioner Chandigarh Division Chandigarh (Revenue)	
5.	-do-	Certified copies of Record	<b>15 days</b>	-do-	Additional Deputy Commissioner	Deputy Commissioner	
6.	<b>RIA (Receipt &amp; Issue Assistant) Branch</b>	Registration of Partnership Firm	<p><b>40 days</b></p> <p>(a) A letter will be sent to the Police Deptt. for obtaining NOC/Report: within 05 days</p> <p>(b) The Police Deptt shall send the NOC/Report to the O/o DC: within 15 days</p> <p>(c) After receipt of verification reports, Certificate of Registration of Welfare Society shall be issued: within 20 days</p>	Superintendent	Additional Deputy Commissioner	Deputy Commissioner	
7.	-do-	Registration of Welfare Society	<p><b>40 days</b></p> <p>(a) A letter will be sent to the Police Deptt. for obtaining NOC/Report within 05 days</p> <p>(b) The Police Deptt shall send the NOC/Report to the O/o DC: within 15 days</p>	-do-	-do-	-do-	

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			(c) After receipt of verification reports, Certificate of Registration of Welfare Society shall be issued: within 20 days				
8.	-do-	Private Security Agency License	<b>50 days</b> (a) A letter will be sent to the Police Deptt, for obtaining NOC/Report: within 05 days (b) The Police Deptt shall send the NOC/Report to the O/o DC: within 15 days (c) After receipt of verification reports, Certificate of Private Security Agency License shall be issued: within 30 days	Additional Deputy Commissioner	Deputy Commissioner	Home Secretary	
9.	-do-	MPKBY Agency	<b>40 days</b> (a) A letter will be sent to the Police Deptt , for obtaining NOC/Report: within 05 days (b) The Police Deptt shall send the NOC/Report to the O/o DC: within 15 days (c) After receipt of verification reports, Certificate of MPKBY Agency shall be issued: within 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner	
10.	-do-	SAS Agency	<b>40 days</b> (a) A letter will be sent to the Police Deptt. for obtaining NOC/Report: within 05 days (b) The Police Deptt shall send the NOC/Report to the O/o DC: within 15 days (c) After receipt of verification reports, Certificate of SAS Agency shall be issued: within 20 days	-do-	-do-	-do-	
11.	<b>Revenue Branch</b>	Certified copies of all manual documents at village level if the number of pages is less than 05	3 days	Patwari	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/SDM concerned	
12.	-do-	All types of verifications to be done by revenue officials like Patwari/ Kanungo/ Tehsildar etc.	30 days	-do-	-do-	-do-	

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13.	<b>Revenue Branch</b>	Certified copies of all manual documents at village level if number of pages is 6-14	5 days	Patwari	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/SDM concerned	
14.	-do-	Certified copies of all manual documents at village level if number of pages is 15-30	7 Days	-do-	-do-	-do-	
15.	-do-	Certified copies of all manual documents at village level if the number of pages is more than 30	15 days	-do-	-do-	-do-	
16.	-do-	Private Partition of Land (mutual consent of land-owners)	90 days for partition (finalization at the time of attestation of mutation)	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/SDM concerned	Collector	
17.	-do-	Demarcation of Land (mutual consent of land-owners)	60 days 45 days : where police help is required (subject to availability of police force)	Circle Kanungo	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/SDM concerned	
18.	-do-	Residence certificate	45 days	Tehsildar (Revenue)	Additional Deputy Commissioner	Deputy Commissioner	
19.	-do-	Late Entry orders of Birth & Death	60 days	-do-	-do-	Deputy Commissioner Subject to receiving report/ verification from MOH/ Hospital	
20.	<b>Certificate Branch of SDM Office</b>	Issuance of SC certificate (Bonafide)	<b>40 days</b> A letter will be sent to the area Patwari/Tehsildar (Revenue) for verification: within 05 days Patwari/Tehsildar (R) will submit the verification report: within 30 days After receipt of verification reports Certificate will be issued: within 05 days	SDA (Sub Divisional Assistant) of the area concerned	SDM of the area concerned	Deputy Commissioner	
21.	-do-	Issuance of SC certificate (Migration)	a) A letter will be sent to the concerned authorities in the State of origin for the genuineness/ verification report: within 05 days	-do-	-do-	-do-	In case of non-receipt of verification report within 30 days, a reminder shall be issued

			b) After receipt of genuineness/ verification report from the State of origin, the certificate will be issued: within 05 days				
22.	-do-	Issuance of OBC certificate (Bonafide)	<b>40 days</b> (a) A letter will be sent to the area Patwari/Tehsildar (Revenue) for verification: within 05 days (b) Patwari/Tehsildar (R) will submit the verification report: within 30 days (c) After receipt of verification reports Certificate will be issued: within 05 days	-do-	-do-	-do-	
23.	<b>Certificate Branch of SDM Office</b>	Issuance of OBC certificate (Migration)	a) A letter will be sent to the concerned authorities in the State of origin for the genuineness/ verification report: within 05 days b) After receipt of genuineness/ verification report from the State of origin, the certificate will be issued: within 05 days	SDA (Sub Divisional Assistant) of the area concerned	SDM of the area concerned	Deputy Commissioner	In case of non-receipt of verification report within 30 days, a reminder shall be issued
24.	-do-	Issuance of Minority certificate	<b>40 days</b> (a) A letter will be sent to the area Patwari/Tehsildar (Revenue) for verification: within 05 days (b) Patwari/Tehsildar (R) will submit the verification report: within 30 days (c) After receipt of verification reports Certificate will be issued: within 05 days	SDA of SDM (Central)	SDM (Central)	-do-	
25.	-do-	Issuance of Nationality certificate	<b>40 days</b> (a) A letter will be sent to the Police Deptt. authority and the area Patwari/Tehsildar (Revenue) for verification report: within 05 days (b) The Police Deptt. and the area Patwari/Tehsildar (Revenue) will sent the verification report: within 30 days (c) After receipt of verification reports Certificate will be issued: within 05 days	-do-	-do-	-do-	

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26.	-do-	Registration of Birth Certificate in adoption cases	<p><b>40 days</b></p> <p>(a) A letter will be sent to the concerned Medical Superintendent for assessment of age of child: within 05 days</p> <p>(b) The Medical Superintendent will assess the age of the child and inform the same to the office of the concerned SDM: within 30 days</p> <p>(c) After receipt of verification reports Certificate will be issued: within 05 days</p>	SDA of the area concerned	SDM of the area concerned	-do-	
27.	-do-	Change of parents' name in the Birth Certificate in adoption cases	<p><b>25 days</b></p> <p>(a) A letter will be sent to the concerned Sub Registrar for verification report: within 05 days</p> <p>(b) The Sub Registrar will send the verification report: within 15 days</p> <p>(c) After receipt of verification reports Certificate will be issued: within 05 days</p> <p>(d)</p>	-do-	-do-	-do-	
28.	-do-	Permanent Residence certificate	<p><b>40 days</b></p> <p>(a) A letter will be sent to the area Patwari/Tehsildar (Revenue) for verification: within 05 days</p> <p>(b) Patwari/Tehsildar (R) will submit the verification report: within 30 days</p> <p>(c) After receipt of verification reports Certificate will be issued: within 05 days</p>	-do-	-do-	-do-	
29.	<b>Certificate Branch of SDM Office</b>	Issuance of Late Birth entry Orders	<p><b>40 days</b></p> <p>(a) A letter will be sent to the Medical Officer of Health/the Hospital where the birth relates with, and the area Patwari/Tehsildar (Revenue) for verification report: within 05 days</p> <p>(b) Medical Officer of Health/the Hospital where the birth relates with, and the area Patwari/Tehsildar (Revenue) shall send the verification report: within 30 days</p>	SDA of the area concerned	SDM of the area concerned	Deputy Commissioner	

			(c) After receipt of verification reports Certificate will be issued: within 05 days				
30.	-do-	Issuance of Late Death entry Orders	<b>40 days</b> (a) A letter will be sent to the Medical Officer of Health/the Hospital where the death relates with, and the area Patwari/Tehsildar (Revenue) for verification report: within 05 days (b) Medical Officer of Health/the Hospital where the death relates with, and the area Patwari/Tehsildar (Revenue) shall send the verification report: within 30 days (c) After receipt of verification reports Certificate will be issued: within 05 days	-do-	-do-	-do-	
31.	<b>Arms Branch</b>	New Arms License	<b>65 days</b> (a) A letter will be written within 5 days to Police/ Forest Department for verification report/ NOC (b) Police/ Forest Department will send the verification report/ NOC: within 15 days (c) After receipt of verification reports license will be issued: within 30 days	Superintendent	Additional District Magistrate	District Magistrate	The decision taken by the Deputy Commissioner shall be final and mere verification report made by the Police shall not make the applicant entitled to obtain an Arms Licence
32.	-do-	Area Extension of Arms License	<b>50 days</b> (a) A letter will be sent to the Police Department for verification report: within 05 days (b) Police Department will send the verification report: within 15 days (c) Order of extension will be issued: within 30 day	-do-	-do-	-do-	
33.	-do-	Arms License Renewal	<b>50 days</b> (a) A letter will be sent to the Police Department for verification report: within 05 days (b) Police Department will send the verification report: within 15 days (c) Order of renewal will be issued: within 30 days	-do-	-do-	-do-	Subject to deposit of all the requisite documents/ requisite fee

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34.	<b>Arms Branch</b>	Registration of outside Arms License/ weapon(s)	a) A letter will be sent to the concerned authorities in the concerned State for genuineness/ verification report: within 05 days b) After receipt of genuineness/ verification report from the State of origin, the certificate will be issued: within 05 days	Superintendent	Additional District Magistrate	District Magistrate	
35.	-do-	Permission to purchase weapon	30 days	-do-	-do-	-do-	
36.	-do-	Entry of addition/ deletion of weapon	30 days	-do-	-do-	-do-	The days mentioned are just for recommending the case to Home Deptt/MHA (in case of PB License)
37.	-do-	NOC to Arms Dealer	25 days	-do-	-do-	-do-	Subject to deposit of all the requisite documents/fee
38.	-do-	Transport License to Arms Dealer	25 days	-do-	-do-	-do-	-do-
39.	-do-	Sale permission	30 days	-do-	-do-	-do-	30 days are just for recommending the case to Home Deptt/MHA (in case of Prohibited Bore), after completion of 45 days' notice, subject to deposit of all the requisite documents/ requisite fees
40.	-do-	Updation of all license related activities in NDAL-ALIS software	07 days after approval of case	-do-	-do-	-do-	Or as per file received
41.	<b>Sub-Registrar</b>	Registration of documents/ instruments under the Indian Registration Act, 1908	Within 15 days	Sub Registrar	Registrar	Inspector General of Registration	The matter for appointment of Officers under the said Act, needs to be dealt by the Establishment Branch of this office.
42.	-do-	Supply of certified copies of the documents registered under the Indian Registration Act, 1908	Within 15 days	-do-	-do-	-do-	-do-

43	-do-	Issuance of order for refusal/deferment of registration, in case the impediment to registration is a mere informality or a defect capable of remedy	04 months or before the Document becomes time-barred	-do-	-do-	-do-	As per para 137 of the Punjab Registration Manual, 1929, in such cases, opportunity should be given to the parties to correct the flaw and no final order of refusal shall be made until the document becomes time barred. As per Section 23 of the IRA 1908, a document may be presented within four months from the day/date of its execution. Considering this Section 23 ibid, the word time-barred as mentioned in para 137 ibid, comes out to be 120 days
44.	<b>Sub-Registrar</b>	Refusal/deferment of registration in case of deficiency of Stamp Duty	<b>20 days</b> (a) Document shall be referred to the Collector for determination of deficient amount in Stamp Duty as per section 47 A of the I.S.A.: within 05 days (b) Document with regard to deposit of requisite/deficient amount of Stamp Duty by the party shall be released: within 15 days	Sub Registrar	Registrar	Inspector General of Registration	
45.	<b>Marriage Branch</b>	Registration of Marriage within 90 days under Chandigarh Compulsory Registration of Marriage Act, 2012	<b>08 days</b> (a) <u>Processing:</u> If the uploaded file is complete in all respects for locking: within 01 day (b) Certificate will be issued: within 07 days	Registrar of Marriages	Additional Deputy Commissioner	Deputy Commissioner-cum-District Registrar Marriages	Subject to satisfaction of the Registrar of Marriages & Verification received from Police Department and other external agencies, if required
46.	-do-	Registration of Marriage after 90 days under Chandigarh Compulsory Registration of Marriage Act, 2012	<b>46 days</b> (a) <u>Processing:</u> If the uploaded file is complete in all respects for locking: within 01 day (b) Certificate will be issued: within 45 days	-do-	-do-	-do-	Subject to satisfaction of the Registrar of Marriages and District/Chief Registrar of Marriages & Verification received from Police Department

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							and other external agencies, if required
47	-do-	Verification of Marriage Certificate	30 days	-do-	-do-	-do-	Subject to the condition that number and date of Registration of Marriage is provided by the concerned department/ agency/ applicant
48	<b>Marriage Branch</b>	Issuance of Certified copies of Marriage Registration Certificate	30 days	Registrar of Marriages	Additional Deputy Commissioner	Deputy Commissioner-cum-District Registrar Marriages	Subject to the condition that Marriage Registration number and date is provided by the applicant
49	-do-	Correction in Marriage Certificate	30 days	-do-	-do-	-do-	
<b>(2) ESTATE OFFICE</b>							
50	<b>Estate Office</b>	No Objection Certificate (NOC) for sale/gift/ transfer of lease rights (un-contested)	50 days*	Assistant Estate Officer	Estate Officer	Secretary Estate	* should be deemed to be extended for another 60 days in case any objection is received at any stage or a court case is involved.
51	-do-	Change of ownership /lease-hold rights on the basis of Sale deed/Gift deed/ transfer of lease rights (un-contested)	30 days*	-do-	-do-	-do-	
52	-do-	Transfer on any basis e.g. intestate death/ registered/un-registered Will/Court Decree/ family settlement, etc. where issuance of Public Notice is required (un-contested). Change of Ownership on any basis e.g.	40 days*  20 days*	-do-	-do-	-do-	

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		intestate death registered/un-registered Will/Court Decree/ family settlement etc. on application after Public Notice (un-contested).					
53	-do-	Permission to Mortgage	35 days	-do-	-do-	-do-	
54	-do-	Grant of extension in time limit for construction	35 days	-do-	-do-	-do-	
55	-do-	Calculation and intimation of pending dues	35 days	Branch Incharge	Asstt. Estate Officer	Estate Officer	
56	-do-	Issuance of No Dues Certificate (NDC) after depositing the dues, if any	15 days	-do-	-do-	-do-	
57	-do-	Execution of lease deed/conveyance deed after issuance of allotment letter	30 days	Assistant Estate Officer	Estate Officer	Secretary Estate	
58	-do-	Issuance of Receipt after depositing of demand draft	15 days	Branch Incharge	Asstt. Estate Officer	Estate Officer	
59	-do-	Issuance of Allotment letter after payment of full consideration money	20 days	Estate Officer	Secretary Estate	Adviser to the Administrator	
60	<b>Estate Office</b>	Offer of Possession after execution of conveyance deed/lease deed	07 days	Assistant Estate Officer	Estate Officer	Secretary Estate	
61	-do-	Conversion from lease hold to free hold	35 days	-do-	-do-	-do-	
62	-do-	Issuance of duplicate copies, (such as allotment letter, possession slip/physical possession form)	20 days	Branch Incharge	Asstt. Estate Officer	Estate Officer	

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63	-do-	Verification of fresh and revised building plans (under self-certification)	30 days	SDO(B)	-do-	-do-	
64	-do-	Sanction of fresh and revised building plans for Institutional building, Commercial building, petrol pumps and residential building above 2 Kanal as approved by PAC (U)	45 days	Estate Officer	Secretary Estate	Adviser to the Administrator	
65	-do-	Grant of Plinth/ DPC level	20 days	SDO (B)	Assistant Estate Officer	Estate Officer	
66	-do-	Grant of Occupation Certificate upto 2 Kanal (Residential, Institutional and Commercial buildings)	45 days	Estate Officer	Secretary Estate	Adviser to the Administrator	
67	-do-	Grant of Occupation Certificate above 2 Kanal (Residential, Industrial & Institutional Buildings) Petrol pumps approved by PAC(U) Committee	60 days	-do-	-do-	-do-	
<b>(3) REGISTERING &amp; LICENSING AUTHORITY</b>							
68	<b>Registering &amp; Licensing Authority</b>	Issuance of Learner License	01 day	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport	
69	-do-	Issuance of a new Driving License	10 days	-do-	-do-	-do-	
70	-do-	Addition of another class of vehicle to Driving License	10 days	-do-	-do-	-do-	
71	-do-	Renewal of Driving License	10 days	-do-	-do-	-do-	

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72	-do-	Issuance of Duplicate Driving License	10 days	-do-	-do-	-do-	
73	-do-	Issuance of Conductor License	10 days	-do-	-do-	-do-	
74	-do-	Renewal of Driving License of other state	10 days	-do-	-do-	-do-	
75	<b>Registering &amp; Licensing Authority</b>	Issuance of International Driving Permit (IDP)	03 days	Officer Incharge (RLA)	Registering & Licensing Authority (RLA)	Secretary Transport	
76	-do-	Registration of a new vehicle	10 days (from the date of receiving of file of new registration of vehicle from the concerned dealer/agency)	Branch Incharge (Registration)	-do-	-do-	
77	-do-	Issuance of Duplicate RC	10 days	-do-	-do-	-do-	
78	-do-	Transfer of ownership of vehicle within state	10 days	-do-	-do-	-do-	
79	-do-	Transfer of ownership in case of death of owner	10 days	-do-	-do-	-do-	
80	-do-	Change of address in Registration Certificate (RC) of Vehicle within State	10 days	-do-	-do-	-do-	
81	-do-	Endorsement of Hypothecation from RC	10 days	-do-	-do-	-do-	
82	-do-	Termination of Hypothecation from RC	10 days	-do-	-do-	-do-	
83	-do-	Alteration in RC such as Engine/ Chassis No./CNG kit No.	10 days	-do-	-do-	-do-	
84	-do-	Re-assignment of Registration Mark in case of Transfer from other State	10 days	-do-	-do-	-do-	

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85	-do-	Renewal of Certificate of Registration of a Motor Vehicle (Non-Transport)	10 days	-do-	-do-	-do-	
86	-do-	Issuance of NOC to other State	03 days	-do-	-do-	-do-	
<b>(4) MUNICIPAL CORPORATION</b>							
87	<b>Engineering-Building and Road</b>	Rectification of potholes/ patch work	05 days	S.D.E. (B&R) of the area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.	
88	-do-	Cleaning of back service lanes	12 days	-do-	-do-	-do-	
89	-do-	Removal of unidentified debris (malba) from MC land	07 days	-do-	-do-	-do-	
90	-do-	Other misc. complaints such as setting right of kerbs/ channels, paver blocks, cleaning of road-berms /kerbs/ channels etc	10 days	J.E.(B&R) of the area concerned	-do-	-do-	
91	<b>Engineering-Building and Road</b>	Road cut permission upto Rs.10000/-	07 days	E.E.(B&R/PH) of the Area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.	
92	-do-	Road cut permission more than Rs.10000/-	20 days	-do-	-do-	-do-	
93	<b>Engineering-Horticulture</b>	Pruning of trees(Under 30 cm girth)	06 days	S.D.E.(Hort.) of the area concerned	E.E(Hort)	S.E.(B&R)	
94	-do-	Pruning of trees(More than 30 cm girth)	45 days	-do-	-do-	-do-	
95	-do-	Removal of dead/dangerous/ over grown fallen trees	01 days	-do-	-do-	-do-	
96	<b>Engineering-Electrical</b>	Fault in street light/park lights/Individual pole street light	03 days	S.D.E. (Electrical) of the area concerned	E.E.(Elec)	-do-	
97	-do-	Replacement of damaged pole	20 days	-do-	-do-	-do-	

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98	-do-	Replacement of damaged bollards and globe lights	10 days	-do-	-do-	-do-	
99	<b>Engineering-Public Health</b>	Issuance of Temporary Water Connection	05 days	E.E (PH)of the area concerned	S.E (PH)	Chief Engineer, MC, Chd	
100	-do-	Issuance of Regular Water Connection (Upto 15 mm ferrule size)	05 days	S.D.E (PH) of the area concerned	E.E(PH-2)	SE (PH)	
101	-do-	Issuance of Regular Water Connection (20mm to 40mm ferrule size)	05 days	E.E(PH-2)	S.E(PH)	Chief Engineer, MC, Chd	
102	-do-	Issuance of Regular Water Connection (above 40mm ferrule size)	05 days	S.E (PH)	Chief Engineer	Commissioner, MC, Chd	
103	-do-	Issuance of Tertiary Treated Water Connection	10 days	S.D.E (PH) of the area concerned	E.E(PH-2)	SE (PH)	
104	-do-	Conversion from Commercial Water Tariff to Domestic Water Tariff	15 days	E.E(PH-2)	SE (PH)	Chief Engineer, MC, Chd	
105	-do-	Temporary/Permanent Disconnection of Water Meter	03 days	S.D.E (PH) of the area concerned	E.E(PH-2)	SE (PH)	
106	-do-	Change of Name for Water Connection	03 days	-do-	-do-	-do-	
107	-do-	Testing of Meter (Fast or Slow)	15 days	-do-	-do-	-do-	
108	-do-	Checking of Blocked/ Leakage of Water Meter	02 days	-do-	-do-	-do-	
109	-do-	Refund of Water Meter Security	30 days	E.E(PH-2)	S.E (PH)	Chief Engineer, MC, Chd	
110	-do-	Issuance of Plinth Level Certificate	10 days	-do-	-do-	-do-	
111	-do-	Checking/ Challenge of Meter Reading Bill	03 days	S.D.E (PH) of the area concerned	E.E(PH-2)	SE (PH)	
112	-do-	Issuance of new connection for shallow	30 days	Chief Engineer	C.M.C	Secretary Local Govt. Chd. Admn.	

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		water Tube well connection for non-potable purposes					
113	<b>Engineering– Public Health</b>	Resolution of Complaint of low pressure due to leakage in the service pipe/blockage from ferrule	07 days	J.E. (PH)of the area concerned	E.E.(P.H)of the concerned area	SE (PH)	
114	-do-	Complaints about muddy /contaminated water	02 days	E.E.(PH) of the area concerned	S.E.(P.H.)	Chief Engineer, MC, Chd	
115	-do-	Issuance of new sewerage connection without road- cut permission	07 days	-do-	-do-	-do-	
116	-do-	Issuance of new sewerage connection with road-cut permission	28 days	-do-	-do-	-do-	
117	-do-	Supply of water tanker	01 day	S.D.E (PH) of the Concerned area	-do-	-do-	
118	-do-	Resolving Blockage/ overflowing sewer line	03 days	J.E. (PH)of the Concerned area	-do-	-do-	
119	-do-	Repair of damaged sewer line	08 days	S.D.E. (PH)of the Concerned area	-do-	-do-	
120	-do-	Removal of blockage in storm water drainage system	02 days	J.E.(PH) of the Concerned area	-do-	-do-	
121	-do-	Repair of storm water drains/ replacement of broken/missing road gullies and manhole covers	05 days	J.E./S.D.E. (PH) of the Concerned area	-do-	-do-	
122	<b>MOH (Medical Officer Health)</b>	Issue of Birth Certificate	07 days	Registrar (B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	
123	-do-	Issue of Death Certificate	07 days	-do-	-do-	-do-	

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124	-do-	Addition of name of child	10 days	-do-	-do-	-do-	
125	-do-	Correction in Birth certificate	14 days	-do-	-do-	-do-	
126	-do-	Correction in Death Certificate	14 days	-do-	-do-	-do-	
127	-do-	Verification report concerning Birth/Death Certificates for which request is received from any other department of the Chandigarh Administration	15 days	-do-	-do-	-do-	
128	-do-	Non-Availability certificate	30 days	-do-	-do-	-do-	
129	-do-	Cremation Certificate	10 days	-do-	-do-	-do-	
130	-do-	Permission for keeping Pets	03 days	SI(HQ)	-do-	-do-	
131	-do-	Permission for slaughter houses	16 days	Suptd. (Slaughter House)	-do-	-do-	
132	-do-	Clearing of Garbage from Bins	02 days	Sub-Inspector area concerned	-do-	-do-	
133	-do-	Sweeping of road	02 days	-do-	-do-	-do-	
134	<b>Tax Branch Sub-Office Manimajra</b>	Change of ownership/ lease hold rights on the basis of Sale Deed/Gift Deed/ Transfer Deed/ Exchange deed (Manimajra)	30 days	Suptd(MM)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
135	-do-	Change of ownership/ lease hold rights on the basis Intestate death (Manimajra)	30 days after completion of all documents + 30 days extra for publication of public notice( <b>total 60 days</b> )	-do-	do	-do-	
136	-do-	Change of ownership/ lease hold rights on the basis of Regd./ Un-regd. Will (Manimajra)	30 days after completion of all documents + 30 days extra for publication of public notice( <b>total 60 days</b> )	-do-	-do-	-do-	

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137	-do-	Change of ownership/ lease hold rights on the basis of Court Decree/ Family Settlement/ Partition Deed (Manimajra)	30 days	-do-	-do-	-do-	
138	-do-	Conversion of property from residential to commercial (Manimajra)	30 days	-do-	-do-	-do-	
139	-do-	Allotment of New H.No./Shop No. (Manimajra)	30 days	-do-	-do-	-do-	
140	-do-	No Objection Certificate for Water/ Electricity & Sewerage connections/ No Dues Certificate (Manimajra)	30 days	-do-	-do-	-do-	
141	-do-	Issuance of ownership certificate (Manimajra)	30 days	-do-	-do-	-do-	
142	<b>Booking Branch</b>	Permission to stack building material	01 day	OSD-II	-do-	-do-	
143	-do-	Booking of water tanker	01 day	-do-	-do-	-do-	
144	-do-	Booking of Community Centers /parks (upto Sector 47)	01 day	-do-	-do-	-do-	
145	-do-	Booking of parks (Sector 47 onwards & villages)	01 day	-do-	-do-	-do-	
146	-do-	Booking of open spaces under the jurisdiction of MC, Chd	1 day	-do-	-do-	-do-	
147	-do-	Refund cases of Community Centers /Parks/ Open Space	25 days	-do-	-do-	-do-	
148	-do-	Booking of ground for commercial purposes in Sector 17 circus ground, Sector 34 and Manimajra	03 days	-do-	-do-	-do-	

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149	-do-	Permission for Advertise-ment	15 days	-do-	-do-	-do-	
150	<b>Estates Branch</b>	No Objection Certificate for transfer of lease rights by way of sale/gift/ family transfer deed/ exchange deed	31 days	SO (Estate) or AC(F&A)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
151	-do-	Change of ownership/ transfer of leasehold rights by way of Sale/gift/ transfer deed/ exchange deed	28 days	-do-	-do-	-do-	
152	-do-	Transfer on the basis of Intestate death( with will/without will)/regis-tered/unregis-tered Will	31 days	-do-	-do-	-do-	
153	-do-	Permission to mortgage	21 days	-do-	-do-	-do-	
154	-do-	Issuance of No Dues Certificate	28 days	-do-	-do-	-do-	
155	-do-	Execution of lease deed/Deed of conveyance	21 days	-do-	-do-	-do-	
156	-do-	Transfer of property in case of Partnership Deed/ Dissolution Deed/Chan-ge of Directors in case of Private Limited Company.	31 days	-do-	-do-	-do-	
157	-do-	Transfer of property on the basis of court decree and Family settlement	31 days	-do-	-do-	-do-	
158	-do-	Conversion from lease hold to freehold	60 days	-do-	-do-	-do-	
159	<b>Colony Branch</b>	Supply of Duplicate Allotment	05 days	Suptd (Colony)	-do-	-do-	

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		letter/ possession letter for EWS					
160	-do-	Transfer of ownership rights, if any in Death Cases in Respect of T-Sites in Vikas Nagar, Mauli Jagran & Sector 52-53	31 days	-do-	-do-	-do-	
161	-do-	Issuance of permission to mortgage T-Sites against Loan	21 days	-do-	-do-	-do-	
162	<b>Licensing Branch</b>	Issuance of New Registration Certificate/ Renewal of Registration Certificate of Pedal Rickshaw/ Loading Rehri	10 days	Supdt (Licensing)	-do-	-do-	
163	-do-	Issuance/ Renewal of Driving License for Pedal Rickshaw/ Loading Rehri	10 days	-do-	-do-	-do-	
164	<b>Licensing Branch</b>	Issuance of New License/ Renewal of License for Dhobi Ghats	10 days	Supdt (Licensing)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
165	-do-	Renewal of Rent Deed of Old Book Market	10 days	-do-	-do-	-do-	
166	-do-	Issuance/ Renewal of Hawkers/ Hand Cart License	10 days	-do-	-do-	-do-	
167	-do-	Disposal of Traffic Challan of Pedal Rickshaw/ Rehri etc.	10 days	-do-	-do-	-do-	
168	-do-	Transfer of Licenses in Death Cases	20 days	-do-	-do-	-do-	
169	<b>Tax Branch</b>	NDC- Clearance Certificate	30 days	Assistant Collector Tax	Chief Accounts Officer	-do-	
170	<b>Fire Branch</b>	Fire rescue/ emergency call	At once/Immediate Action	Station Fire Officer	Chief Fire Officer	-do-	

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171	-do-	Issuance of Fire incident/ occurrence report	10 days	-do-	-do-	-do-	
172	-do-	Issuance of Fire Safety Certificate	30 days	-do-	-do-	-do-	
173	-do-	Approval of building plan/ drawings	30 days	-do-	-do-	-do-	
174	<b>Building Branch</b>	Sanctioning of Building Plan	40 days	JE(Build)	SDE(Build)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	
175	-do-	Issuance of D.P.C. Certificate	15 days	-do-	-do-	-do-	
176	-do-	Completion/ Occupation Certificate	15 days	-do-	-do-	-do-	
177	-do-	NOC for release of Electricity/ Water/ Sewerage connection	25 days	-do-	-do-	-do-	
178	-do-	Removal of Dead Animals	02 days	Concerned area Sanitary Inspector	MOH	-do-	
<b>(5) CHANDIGARH HOUSING BOARD</b>							
179	<b>Chandigarh Housing Board</b>	Issuance of No Objection Certificate for transfer of lease rights:- a) With Consideration b) Between husband and wife c) Within blood relation	20 days	Branch Head (AO)	Secretary	Chief Executive Officer	Excluding the period of public notice
180	-do-	Mutation of property on the basis of:- a) Sale Deed/ Transfer Deed/Gift Deed etc. (for free hold properties only) b) Deed of transfer of lease hold rights (in case of lease hold properties)	20 days	-do-	-do-	-do-	-do-

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181	<b>Chandigarh Housing Board</b>	Transfer on the basis of: a) Intestate Demise  b) Registered Will  c) Probated Will	25 days	Branch Head (AO)	Secretary	Chief Executive Officer	Excluding the period of public notice
182	-do-	Issuance of duplicate copy of allotment letter, possession slip and physical possession form	30 days	-do-	-do-	-do-	-do-
183	-do-	Conversion from lease hold to free hold in respect of dwelling units	30 days	-do-	-do-	-do-	
184	-do-	Issuance of Allotment letter alongwith physical possession	15 days	-do-	-do-	-do-	
185	-do-	Issuance of No Dues Certificates	15 days	-do-	-do-	-do-	
186	-do-	Issuance of Lump sum payment certificate	15 days	-do-	-do-	-do-	
187	-do-	Issuance of Interest component certificate	15 days	-do-	-do-	-do-	
188	-do-	Issuance of permission for mortgage of residential and commercial properties of CHB	25 days	-do-	-do-	-do-	
189	-do-	Refund of Earnest money or other deposits made	30 days	-do-	-do-	-do-	AS per terms & conditions of the scheme

<b>(6) HEALTH &amp; FAMILY WELFARE (GMSH-16)</b>							
190	<b>Health &amp; Family Welfare</b>	Issue of Birth / Death Certificate	07 days	Sub Registrar Birth and Deaths	Registrar	Chief Registrar	
191	-do-	Addition of Child's Name	14 days	-do-	-do-	-do-	
192	-do-	Correction in Birth/Death Certificate	14 days	-do-	-do-	-do-	
193	-do-	Copy of Post Mortem Report(s)	03 days	Senior Medical Officer I/C Department of Emergency	Medical Supdt.	Director Health and Family Welfare	
194	-do-	Copy of Post Medico Legal Report(s)	07 days	-do-	-do-	DHS	
195	<b>Medical Supdt</b>	Illness Fitness Certificate	01 day	Medical Supdt.	DHS	Secretary Health	
196	-do-	Certificate to Disabled Persons for Purchase of motor-vehicles	03 days	-do-	-do-	-do-	
197	-do-	Medical Certificate for Admission to Old Age Home	07 days	-do-	-do-	-do-	
198	<b>Medical Supdt</b>	Medical Certificate for Admission to Institute for the Blind	03 days	Medical Supdt.	DHS	Secretary Health	
199	-do-	Medical Certificate for availing concessions in Railways	03 days	-do-	-do-	-do-	
200	-do-	Medical Certificate for out-of-turn House allotment	07 days	-do-	-do-	-do-	
201	-do-	Medical Certificate to Disabled Persons for Registration with Employment Exchange	07 days	-do-	-do-	-do-	
202	-do-	Medical Certificate for Bank Purposes	03 days	-do-	-do-	-do-	
203	-do-	Medical Certificate for availing rebate in Income Tax	07 days	-do-	-do-	-do-	

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204	-do-	Medical Certificate to Disabled Persons (Blind and Ortho) for facility of Writer/ Scriber	03 days	-do-	-do-	-do-	
205	-do-	Medical Certificate for Amarnath Yatra	03 days	-do-	-do-	-do-	
206	-do-	Medical Examination Certificate for first entry into Govt. Service	14 days	-do-	-do-	-do-	
207	-do-	Medical Examination Certificate for School Scholarship	03 days	-do-	-do-	-do-	
208	-do-	Medical Certificate for MACT (Motor Accident Claim Tribunal)	07 days	-do-	-do-	-do-	
209	-do-	Medical Examination for Pension commutation	07 days	-do-	-do-	-do-	
210	-do-	Medical Certificate to Government employees for seeking light duty	03 days	-do-	-do-	-do-	
211	-do-	Re-Medical Examination Certificate	14 days	DHS	Secretary Health	Adviser to Administrator	
212	-do-	Medical Examination for recommendation of Police Medal	03 days	-do-	-do-	-do-	
213	-do-	Medical Certificate for availing Disability Pension	03 days	-do-	-do-	-do-	
214	-do-	Ossification Test Report of Accused/ Juvenile	03 days	M.S-cum-Jt.PMO	DHS	Secretary Health	
215	-do-	Age verification Certificate for Sports Students/ Persons	07 days	-do-	-do-	-do-	
216	<b>Medical Supdt</b>	Height measurement Certificate as per Court orders	07 days	M.S-cum-Jt.PMO	DHS	Secretary Health	

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217	-do-	Age verification Certificate for adoption of Child	30 days	-do-	-do-	-do-	
218	-do-	Medical reimbursement of bills of the employees of Health Department working in GMSH-16, Chd	90 days	-do-	-do-	-do-	
219	-do-	Verification of medical reimbursement bills of U.T., Govt. Employees other than Health Department	21 days	-do-	-do-	-do-	
220	<b>Drug</b>	Issuance/ Retention of Drug License for retail sale of Allopathic/ Homoeopathic Drugs	30 days	Drug Inspector	Drug Controller	Secretary Health	
221	-do-	Issuance/ Retention of Drug License for Whole Sale of Allopathic/ Homoeopathic Drugs	45 days	-do-	-do-	-do-	
222	-do-	Issuance/ Retention of Drug Manufacturing License for Allopathic/ Homoeopathic Drugs	60 days	-do-	-do-	-do-	
223	-do-	Issuance/ Retention of Manufacturing License for Cosmetics	60 days	-do-	-do-	-do-	
224	-do-	Issuance/ Renewal of Manufacturing License for Ayurvedic/ Unani/Siddha Drugs	90 days	State Licensing Authority	DHS	-do-	
225	<b>Malaria</b>	IRS (Indoor Residual Spray)/ Fogging/ Anti-Larval Work/ Mosquito-genic Survey	07 days	Anti-Malaria Officer/ Epidemiologist /Entomologist	Assistant Director Malaria	Director Health & Family Welfare	

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226	<b>District Family &amp; Welfare Officer</b>	Financial Assistance under Janani Suraksha Yojna (JSY)	07 days	Programme Officer RCH-II	DH&FW	Secretary Health	
227	-do-	Financial Assistance under Pradhan Mantri Matru Vandana Yojana	30 days	Nodal Officer PMMVY	-do-	-do-	
228	-do-	Issuance of new/provisional Clinical Establishment Certificate under Section 15 and Section 22 of the Clinical Act, 2010	10 day	Incharge Clinical Establishment Act,2010	Director Health & Family Welfare-cum-DRA	-do-	
229	<b>District Family &amp; Welfare Officer</b>	Inspection of Applicant's place for new MTP Center under Section 5(8) of the Medical Termination of Pregnancy Act, 1971 (Act 34 of 1971)	60 days	District Family Welfare Officer	DH&FW	Secretary Health	
230	-do-	Issuance of Certificate of Approval in Form 'B'	60 days	-do-	-do-	-do-	
231	-do-	Issuance of Certificate of Approval in Form 'B' for a New MTP Center after rectification of the deficiencies by the applicant under Section 5(8) of Medical Termination of Pregnancy Act, 1971 (Act 34 of 1971)	60 days	-do-	-do-	-do-	
232	-do-	Financial Compensation: (a) In case of death following Sterilization (Family Planning Operation),	15 days	-do-	-do-	-do-	<b>Subject to the condition that Claim is reported to the Hospital Authorities within 90 days</b>

		including death during the process of Sterilization Operation, in Government Hospital or within 07 days of discharge from the Hospital (b) In case of death following Sterilization Operation within 8 to 30 days from the date of discharge from the Hospital (c) In case of failure of sterilization operation (d) In case complication on account of sterilization operation arises within 60 days from the date of discharge from the Government Hospital	15 days  21 days  21 days				
233	-do-	Registration & Renewal of: (i) Ultrasound Clinic/ Imaging Centre/ Genetic Counselling Centre / Genetic Clinic /ART Clinics or Centres/IVF Clinics or Centres /Surrogacy Clinics or Centres which includes place, equipment & employees (concerned Doctors) under Pre conception & Pre Natal Diagnostic Techniques	90 days	Appropriate authority-cum-multi-member committee	Secretary Health	-	Second Appellate Authority is not required as per provisions of PC&PNDT Act

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		Act (PC & PNDT Act) (ii) Registration of the Manufacturer / Importer Dealer, and Supplier of Ultrasound Machines/ Imaging Machines or any other Equipment capable of detecting sex of the foetus (PC & PNDT Act) (iii) Permission to use the above said Machines/ Equipment's for demonstration at the Centres registered under the (PC & PNDT Act)					
234	<b>District Family &amp; Welfare Officer</b>	Financial Assistance related to Sterilization (Family Planning Operation of Male/Female) PPIUCD, PAIUD and IUCD under Family Planning Programme	30 days	District Family Welfare Officer	DH&FW	Secretary Health	Subject to availability of funds
235	<b>State AIDS Control Society</b>	HIV Testing Report(s)	03 day	Assistant Director (Quality Manager / Lab Services), CSACS	Project Director, CSACS (Chandigarh State AIDS Control Society)	DHS	
<b>(7) DIRECTORATE OF AYURVEDA, YOGA &amp; NATUROPATHY, UNANI, SIDDHA &amp; HOMOEOPATHY</b>							
236	<b>A.Y.U.S.H</b>	Bill verification of Ayurvedic Medical Claims	16 days	Nodal Officer (AYU)	Deputy Director Ayurveda	Director AYUSH	
237	-do-	Issuance of License to Pharmaceutical units of ASU- (Ayurveda, Siddha, Unani) in UT, Chandigarh	90 days	Drug Licensing Authority	Director AYUSH	Secretary Health	
<b>(8) GOVERNMENT MEDICAL COLLEGE AND HOSPITAL-32</b>							
238	<b>All Departments of GMCH</b>	Verification of medical reimbursement bills of U.T., Govt. Employees other than GMCH:32	21 Days	Clerk	HOD	Director Principal	

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239	-do-	Issuance of Certificates like Medical Leave and Chronic Certificates	21 Days	Concerned Faculty	-do-	-do-	
240	-do-	Medical Reimbursement Bill of the employees of GMCH-32	90 Days	Assistant Controller-I	Deputy Controller (F&A)	-do-	
241	<b>Disability Cell</b>	Issue of Disability Certificate	30 Days	Co-ordinator Disability Cell	Head of concerned department	Director Principal	
242	<b>Forensic Medicine &amp; Toxicology</b>	Medico Legal Report / Post Mortem Report	03 Days	Head of Concerned Department	Medical Superintendent	-do-	
243	<b>Medical Record Department (MRD)</b>	Case Summary / Insurance Claim Files	15 Days	-do-	-do-	-do-	
244	<b>Concerned Clinical Departments</b>	Medical Leave / Medical Fitness Certificate	07 Days	-do-	-do-	-do-	
245	<b>General Medicine Department</b>	Dialysis Certificate	05 Days	Concerned Faculty	Head of Concerned Department	-do-	
246	<b>Medical Record Department (MRD)</b>	Issuance of Birth & Death Certificate	07 Days	Sub-Registrar Birth & Death	-do-	-do-	
247	-do-	Correction in Birth & Death Certificate	14 Days	-do-	-do-	-do-	
248	-do-	Addition of Child Name in Birth Certificate	10 Days	-do-	-do-	-do-	
249	-do-	Issuance of Medical Record	15 Days	HOD MRD	-do-	-do-	
250	-do-	Refund of Money	05 Days	-do-	-do-	-do-	
251	<b>Obstetrics &amp; Gynaecology Department</b>	Family Planning Certificate	15 Days	Operating Unit Surgeon	-do-	-do-	
252	-do-	Family Planning Failure Certificate	15 Days	-do-	-do-	-do-	
253	<b>Academic Branch</b>	Certificates being issued to the students	15 Days	Registrar Academics	-do-	-do-	
<b>(9) URBAN PLANNING &amp; CHIEF ARCHITECTURE'S OFFICE</b>							
254	<b>Chief Architect</b>	Supply of Building Plans (Architecture control)	5 days	Architect	Senior Architect	Chief Architect	
255	-do-	Supply of Zoning plans	3 days	Divisional Town Planner	Senior Town Planner	-do-	
256	-do-	Plinth Level	3 days	-do-	-do-	-do-	

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257	<b>Higher Education</b>	Bonafide Certificate	07 days	Principal, Govt./Aided College	Director Higher Education	Principal Secretary Education	
258	-do-	Character Certificate	07 days	-do-	-do-	-do-	
259	-do-	Attestation of documents for Bus Pass	07 days	-do-	-do-	-do-	
<b>(11) DIRECTORATE OF SCHOOL EDUCATION</b>							
260	<b>School Education</b>	Duplicate Certificate (OT/ETT/NTT/Middle Standard)	20 days	Deputy Registrar Examination	Deputy Director School Education	Director School Education	Subject to submission of OT-Oriental Training/ETT-Elementary Teacher Training/NTT-Nursery Teacher Training Application complete in all respects.
261	-do-	Verification of Certificates (OT/ETT/NTT/Training equivalent to B.Ed) Middle Standard	20 days	-do-	-do-	-do-	
262	<b>School Education</b>	School Leaving Certificate	10 days	Principal/Headmaster/Headmistress of Govt./Aided School	District Education Officer	Deputy Director School Education	
263	-do-	Duplicate Certificate	20 days	-do-	-do-	-do-	Other than Board Classes
264	-do-	Verification of Certificates	20 days	-do-	-do-	-do-	-do-
265	-do-	Bonafide Certificate	07 days	-do-	-do-	-do-	
<b>(12) POLICE</b>							
266	<b>Police</b>	Reaching scene of offence on information	05 Minutes	Duty Officer Control Room	DSP/PCR	SSP	Excluding the journey time
267	-do-	Supply of copy of FIR/DDR by Police Station to the Complainant	01 Hour	SHO	SDPO	-do-	
268	-do-	Registration of a complaint by way of DDR or FIR and supply of copy thereof by the Police Station to the complainant	30 Minutes	-do-	-do-	-do-	

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269	-do-	Disposal of a complaint at Police Stations	30 days	-do-	-do-	-do-	
270	-do-	Passport Verification	15 days	-do-	-do-	-do-	
271	-do-	(Services received through District Magistrate) Verification for grant of NOC for Petrol Pumps, Gas Agencies, Hotels, Bars/ Verification of Security Agencies/ Verification for First Entry into Government Service/ Verification for Arms License/ similar kind of other Verification Services	15 days	-do-	-do-	-do-	
272	-do-	Registration & supply of Missing Person Report	01 Hour	-do-	-do-	-do-	
273	-do-	Registration & Supply of copy of Report regarding Missing of documents, Mobile Phones etc.	30 Minutes	-do-	-do-	-do-	
274	-do-	Supply of Post mortem report after receipt thereof from the Medical Officer	02 days	-do-	-do-	-do-	
<b>(13) DEPARTMENT OF SOCIAL WELFARE, WOMEN &amp; CHILD DEVELOPMENT</b>							
275	<b>Department of Social Welfare, Women &amp; Child Development</b>	Pension to Disabled Persons	30 days.	Superintendent	Director Social Welfare	Secretary Social Welfare	Subject to fulfilment of eligibility criteria and availability of funds
276	-do-	Assistance to physically Handicapped for Purchase of Aids	60 days	Nodal Officer (Disability)/ Research Officer	-do-	-do-	-do-
277	<b>Department of Social Welfare, Women &amp; Child Development</b>	Petrol Subsidy to Persons with Disability	30 days	Nodal Officer (Disability)/ Research Officer	Director Social Welfare	Secretary Social Welfare	Subject to fulfilment of eligibility criteria and availability of funds

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278	-do-	Unemployment Allowance to Persons with Disability	30 days	-do-	-do-	-do-	-do-
279	-do-	Financial Assistance for Inter-Caste Marriages (Centrally Sponsored Scheme)	30 days	Research Officer	-do-	-do-	-do-
280	-do-	Pension to Widows /Destitute Women	30 days	Superintendent	-do-	-do-	-do-
281	-do-	Financial Assistance to Dependent Children of Widows/ Destitute Women	30 days.	Research Officer	-do-	-do-	-do-
282	-do-	Financial Assistance for Marriage of Daughters of Widows and Destitute Women belonging to Scheduled Castes	30 days	-do-	-do-	-do-	-do-
283	-do-	Old Age Pension	30 days.	-do-	-do-	-do-	-do-
284	-do-	Issuance of Senior Citizen Identity Card	15 days	-do-	-do-	-do-	-do-
285	<b>(Icds) Integrated Child Development Scheme</b>	Financial Assistance under 'Hamari Beti' Scheme	60 days	Child Development Project Officer- III	Deputy Director	Director Social Welfare	
286	-do-	Financial Assistance under 'Apni Beti Apna Dhan' Scheme	60 days	-do-	-do-	-do-	
<b>(14) CHANDIGARH CHILD &amp; WOMEN DEVELOPMENT CORPORATION LIMITED</b>							
287	<b>CCWDC (Chandigarh Child &amp; women Development Corporation Limited)</b>	Loan Cases of women of economically weaker sections under Direct & Margin Money Scheme	30 days	Dealing Assistant	AC(F&A)	Managing Director	
288	-do-	Loan Cases of persons with disability	30 days	-do-	-do-	-do-	

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289	-do-	Application processing for Training in Vocational Courses to Women (Economically weaker Sections)	15 days	-do-	Company Secretary	-do-	Selection subject to availability of seat for batch
290	-do-	Application processing for Admission in Senior Citizens Home, Sec-43, Chandigarh	10 days	-do-	-do-	-do-	-do-
291	-do-	Application processing for Admission in Working Women Hostel, Sec-24, Chandigarh	20 days	-do-	-do-	-do-	-do-
292	<b>CCWDC (Chandigarh Child &amp; women Development Corporation Limited)</b>	Issue of No Due Certificate /No Objection Certificate of all Loan Schemes	30 days	Dealing Assistant	Company Secretary	Managing Director	
<b>(15) CHANDIGARH SCHEDULED CASTES, BACKWARD CLASSES &amp; MINORITIES FINANCIAL &amp; DEVELOPMENT CORPORATION LTD</b>							
293	<b>Chandigarh Scheduled Castes, Backward Classes &amp; Minorities Financial &amp; Development Corporation Ltd</b>	Loan Cases of Scheduled Castes, Backward Classes & Minorities, & Safai Karamcharis	30 days	Dealing Assistant	A.C(F&A)	Managing Director	
294	-do-	Application processing for Training in vocational courses to Scheduled Castes, Backward Classes & Minorities, & Safai Karamcharis	20 days	-do-	Company Secretary	-do-	Selection subject to availability of seat
295	-do-	Application processing for Admission in Senior Citizens Home, Sec.15-D, Chandigarh	20 days	-do-	-do-	-do-	-do-

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296	-do-	Issue of No Due Certificate/ No Objection Certificate of all Loan Schemes	30 days	-do-	A.C(F&A)	-do-	
<b>(16) STATE TRANSPORT AUTHORITY</b>							
297	<b>STA</b>	Passing of new Transport Vehicle	07 days	Concerned Senior Assistant	Secretary, STA, UT Chandigarh	Secretary Transport	
298	-do-	Registration of New transport Vehicles after Passing	05 days	-do-	-do-	-do-	
299	-do-	Renewal of Fitness Certificate	05 days	-do-	-do-	-do-	
300	-do-	Transfer of ownership within state	15 days	-do-	-do-	-do-	
301	-do-	Transfer of ownership in death case	30 days	-do-	-do-	-do-	
302	-do-	Entry/ Termination of H.P.A. (Hypothecation) Agreement	07 days	-do-	-do-	-do-	
303	-do-	Grant of No Objection Certificate to any type of vehicle	15 days	-do-	-do-	-do-	
304	-do-	Grant/ Renewal of Permit	15 days	-do-	-do-	-do-	
305	-do-	Grant/Renewal of Authorization for Tourist Vehicles and Goods Vehicles (NP)	15 days	-do-	-do-	-do-	
306	-do-	Issue of Duplicate RC/Permit	07 days	-do-	-do-	-do-	
307	-do-	Counter-signatures of Permits issued by other States	05 days	-do-	-do-	-do-	
308	-do-	Reassignment of Transport Vehicles brought from other States on the basis of NOC	30 days	-do-	-do-	-do-	
309	<b>STA</b>	Transfer of Ownership of buses along with Contract Carriage (CC) Permit	30 days	Concerned Senior Assistant	Secretary, STA, UT Chandigarh	Secretary Transport	

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310	-do-	Grant/ Renewal of License for Pollution Check Centres	15 days	-do-	-do-	-do-	
311	-do-	Grant/ Renewal of License for Driving Schools	15 days	-do-	-do-	-do-	
312	-do-	Registration under Common Carriage Act, 2007	15 days	-do-	-do-	-do-	
<b>(17) CHANDIGARH TRANSPORT UNDERTAKING (CTU)</b>							
313	<b>CTU</b>	Bus passes issued at ISBT-17 for Sub-Urban Routes	03 days	Station Supervisor	General Manager	Director Transport	
314	-do-	Bus Passes issued at Sampark Centers for other routes	05 days	Sampark Center Incharge	-do-	-do-	
<b>(18) FOOD &amp; SUPPLIES AND CONSUMER AFFAIRS AND LEGAL METROLOGY</b>							
315	<b>Food &amp; Supplies</b>	Enrolment under Direct Benefit Transfer (DBT) Scheme	10 days	Assistant Food & Supplies Officer	District Food & Supplies Officer	Additional Director Food & Supplies	
316	-do-	Addition/ Deletion of members	04 days	Concerned Area Inspector	-do-	-do-	
317	-do-	Change of Address	04 days	-do-	-do-	-do-	
318	-do-	Change of Head of Family/ change of name	02 days	-do-	-do-	-do-	
319	-do-	Surrender from DBT Scheme	02 days	Assistant Food & Supplies Officer	-do-	-do-	
320	<b>Legal Metrology Wing</b>	Standardiza- tion of commercial, Weights & Measures in the Working Standard Laboratory	01 day	Inspector Legal Metrology	Additional Controller, Legal Metrology	Controller Legal Metrology	
321	-do-	Verification and Stamping of Weights and Measuring Instruments	01 day	-do-	-do-	-do-	

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322	-do-	Issue of Licenses to Manufacturers/ Repairers/ Dealers of Weighs and Measuring Instruments	30 days	-do-	-do-	-do-	
323	-do-	Renewal of Licenses of Manufacturers/ Repairers/ Dealers of Weights, Measures, Weighing and Measuring Instruments	30 days	-do-	-do-	-do-	
324	-do-	Registration Certificate as Manufacturer/ Packer/ Importer	30 days	-do-	-do-	-do-	
<b>(19) FORESTS &amp; WILDLIFE</b>							
325	<b>Forests &amp; Wildlife</b>	NOC/ Comments to be sent to District Magistrate for issuing Arms License	15 days	Concerned Range Forest Officer	Deputy Conservator of Forests	Chief Wildlife Warden/Chief Conservator of Forests	
326	-do-	Approval/ Disapproval to a tree cutting proposal	10 days	-do-	-do-	-do-	
327	-do-	Wildlife Patrolling (Man Animal Conflict)	24Hrs.	-do-	-do-	-do-	
<b>(20) LABOUR DEPARTMENT</b>							
328	<b>Labour Department</b>	Registration of shops and commercial establishments under the Punjab Shops and Commercial Establishment Act, 1958	21 days	Shop Inspector of concerned area	Chief Inspector of Shops-cum-Assistant Labour Commissioner	Labour Commissioner	
329	-do-	Renewal of registration certificate under the Punjab Shops and Commercial Establishments Act, 1958	15 days	-do-	-do-	-do-	

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330	-do-	Approval of building plans of Factories under the Factories Act, 1948	45 days	Addl. Chief Inspector of Factories-cum-Assistant Labour Commissioner	Chief Inspector of Factories-cum-Labour Commissioner	Secretary Labour	
331	-do-	Issuance of factory license under the Factories Act, 1948	30 days	-do-	-do-	-do-	
332	-do-	Renewal of factory license under the Factories Act, 1948	30 days	-do-	-do-	-do-	
333	-do-	Amendment in the registration certificate issued to a factory under the Factories Act, 1948	21 days	-do-	-do-	-do-	
334	-do-	Issuance of registration certificate under the Motor Transport Workers Act, 1961	30 days	Chief Inspector of Motor Transport-cum-Assistant Labour Commissioner	Labour Commissioner	-do-	
335	-do-	Renewal of registration certificate under the Motor Transport Workers Act, 1961	30 days	-do-	-do-	-do-	
336	-do-	Issuance of registration certificate to the Principal Employer under the Contract Labour Act, 1970	30 days	Licensing Officer-cum-Assistant Labour Commissioner	Registering Officer-cum-Labour Commissioner	-do-	
337	-do-	Issuance of license to contractors under the Contract Labour Act, 1970	30 days	-do-	-do-	-do-	
338	<b>Labour Department</b>	Renewal of license of contractors under the Contract Labour Act, 1970	30 days	Licensing Officer-cum-Assistant Labour Commissioner	Registering Officer-cum-Labour Commissioner	Secretary Labour	

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339	-do-	Amendment in the registration certificate issued to the Principal Employer under the Contract Labour (Regulation and Abolition) Act, 1970	21 days	-do-	-do-	-do-	
340	-do-	Registration of construction workers under the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	21 days	Registering Officer (CBOCW Board)-cum- Assistant Labour commissioner	Secretary (CBOCW Board)-cum- Labour commissioner	Chairman (CBOCW Board)-cum- Secretary Labour	
341	-do-	Renewal of labour cards issued to the construction workers under the Building and other Construction workers (Regulation of Employment and Conditions of Service) Act, 1996	21 days	-do-	-do-	-do-	
342	-do-	Registration of contractors under the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	30 days	-do-	-do-	-do-	
343	-do-	Renewal of registration of contractors under the Building and Other Construction Workers (Regulation	21 days	-do-	-do-	-do-	

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		of Employment and Conditions of Service) Act, 1996					
344	-do-	Grant of benefits under various Welfare Schemes under the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	30 days	Joint Secretary (CBOCW B)-cum-Assistant Labour Commissioner	-do-	-do-	
345	<b>Labour Department</b>	Grant of benefits under various Welfare Schemes under the Punjab Labour Welfare Fund Act, 1965	30 days	Secretary (LWB)-cum-Assistant Labour Commissioner	Welfare Commissioner (LWB)-cum-Labour Commissioner	Chairman (CBOCW Board)-cum-Secretary Labour	
<b>(21) AGRICULTURE</b>							
346	<b>Director Agriculture</b>	Insecticides/ Pesticides License to the applicants under the Insecticide Act, 1968	30 days	Licensing Officer as provided u/s 12 of the Insecticides Act, 1968	Director Agriculture	Secretary Agriculture	
347	-do-	Addition/ Amendment of item(s) in the license for Insecticides	20 days	Licensing Officer	-do-	-do-	
348	-do-	Change of firm's Name/Proprietorship/ Premises (Pesticide)	20 days	-do-	-do-	-do-	
349	-do-	Issuance of Duplicate License of Insecticides/ Renewal of License for sale of Insecticides	30 days	-do-	-do-	-do-	
<b>(22) SPORTS</b>							
350	<b>Sports Department</b>	Booking of Various Stadia	10 days	Senior Assistant (Concerned)	District Sports Officer, U.T., Chandigarh	Director Sports U.T., Chandigarh	

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351	-do-	User/ Membership in various games	07 days	-do-	-do-	-do-	
352	-do-	Scholarship in various games	180 days	-do-	-do-	-do-	
353	-do-	Issue of Gradation Certificate in various games	90 days	-do-	-do-	-do-	
<b>(23) ANIMAL HUSBANDRY AND FISHERIES</b>							
354	<b>Department of Animal Husbandry and Fisheries</b>	Issue of Post -mortem Report of animals/ birds	02 days	Veterinary Officer	Joint Director (AH & F)	Director (AH & F)	
355	-do-	Issue of Health Certificate of birds	01 day	-do-	-do-	-do-	
356	-do-	Issue of Health Certificate of Animals (pets and large animals)	03 days	-do-	-do-	-do-	
357	-do-	Interna- tional and Domestic Animal Transport Certificate	01 day	-do-	-do-	-do-	
358	-do-	Verification regarding Vaccination of pet Dogs for getting registered with Municipal Corporation, U.T. Chandigarh	01 day	-do-	-do-	-do-	
359	-do-	Attendance of Emergencies	01 day	Veterinary Inspector/ Veterinary Officer	-do-	-do-	
360	-do-	Attendance of Routine Cases	01 day	-do-	-do-	-do-	
361	-do-	Prophylactic mass vaccination of animals against dreaded contagious diseases	07 days	Veterinary Inspector	Veterinary Officer	Joint Director (AH)	
362	<b>Department of Animal Husbandry and Fisheries</b>	Prophylactic & post bite Anti-rabies vaccination	01 day	Veterinary Inspector	Veterinary Officer	Joint Director (AH)	
363	-do-	Issue of Vaccination Certificate of Animals	01 day	Veterinary Officer	Joint Director (AH)	Director (AH)	

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364	-do-	Issue of Vaccination Certificate of Birds	01 day	-do-	-do-	-do-	
365	-do-	Artificial Insemination of Cows and Buffaloes to improve the existing germ plasma and to increase productivity	01 day	Veterinary Inspector/ Veterinary Officer	-do-	-do-	
366	-do-	Issue of Licenses to public for angling at Sukhna Lake as a 'Sport Activity'	01 day	Veterinary Inspector	Joint Director (AH & F)	Director (AH & F)	
<b>(24) ZILA SAINIK WELFARE OFFICE</b>							
367	<b>Zila Sainik Welfare Office (ZSWO)</b>	Gallantry Awards (Financial benefits subject to submission of all documents)	02 month	Z.S.W.O, U.T Chandigarh	DC Office	Home Secretary	
368	-do-	Issue of certificates of various types of ESM/ widows & their dependents	02 hours	Welfare Organizer	Z.S.W.O	DC Office	
369	-do-	Field verification	03 days	Welfare Organizer/ Field Investigator	Sr. Asstt.	Z.S.W.O	
370	-do-	Pension cases to be submitted to the concerned Records Office	01 day	Clerk	-do-	-do-	
371	-do-	Issue of Identity Cards	02 hours	Field Investigator	-do-	-do-	
<b>(25) REGIONAL EMPLOYMENT OFFICE</b>							
372	<b>Regional Employment Office</b>	Registration of applicants	01 day	Employment Officer	Sub-Regional Employment Officer (PH Cell)	Regional Employment Officer	This department is working as per guidelines of National Employment Service Manual (NESM) issued by the Directorate General of Employment, Government of India

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<b>(26) PUNJAB ENGINEERING COLLEGE</b>							
373	<b>PEC (Punjab Engineering College)</b>	Bonafide Certificate	07 days	Assistant Registrar (Academics)	Dean Academic Affairs	Director	
374	-do-	No Objection Certificate	07 days	-do-	-do-	-do-	
375	-do-	Transcripts	20 days	-do-	-do-	-do-	
376	-do-	Character Certificate	20 days	-do-	-do-	-do-	
377	<b>PEC (Punjab Engineering College)</b>	Bus Pass Attestation	07 days	Assistant Registrar (Academics)	Dean Academic Affairs	Director	
378	-do-	Duplicate Degree	20 days	-do-	-do-	-do-	
379	-do-	B.Tech./ M.Tech./ Ph.D Provisional Degree	15 days	-do-	-do-	-do-	After result notification
380	-do-	Duplicate Marksheet	07 days	-do-	-do-	-do-	
381	-do-	Migration Certificate	20 days	-do-	-do-	-do-	
382	-do-	Attestation of Scholarship Form	07 days	-do-	-do-	-do-	
383	-do-	Certificate of Scholarship	07 days	-do-	-do-	-do-	
384	-do-	Any other related to Scholarship	07 days	-do-	-do-	-do-	
385	-do-	Education Verification UG/ PG/ Ph.D	20 days	-do-	-do-	-do-	After receiving of requisite fee for verification
386	-do-	Any other personalized document	07 days	-do-	-do-	-do-	
<b>(27) CIVIL ENGINEERING</b>							
387	<b>Electricity</b>	Rectification of Fuse blown- out or MCB Tripped	Urban area: Within 4 hours Rural area: Within 8 hours	Concerned Lineman/ Complaint Centre Incharge of the Shift	SDO	CGRF	
388	-do-	Rectification of Service Line Broken/ service Line snapped from the pole	Urban area: within 6 hours Rural area: Within 12 hours	Concerned JE	-do-	-do-	
389	-do-	Fault in distribution line/system	Rectification of fault and thereafter restoration of normal power supply within 12 hours Temporary supply to be restored within 4 hours from alternate source	-do-	-do-	-do-	
390	-do-	HT Mains failed	Rectification of fault within 12 hours Temporary restoration of power supply within 4 hours	-do-	-do-	-do-	

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391	-do-	Breakdown of under-ground cable	Rectification of fault within 24 hours of occurrence of break down after obtaining clearance; Temporary restoration of supply within 4 days	-do-	-do-	-do-	
392	-do-	Distribution transformer failed/burnt	Urban area: Within 24 hours for Replacement of failed transformer Rural area: Within 48 hours Temporary restoration of supply through Mobile transformer or another backup source Urban area: within 8 hours Rural area: within 12 hours	-do-	-do-	-do-	
393	-do-	Problem in grid(33 KV or 66 KV or 110 KV) Sub station	Repair and restoration of supply: within 48 hours  Restoration of supply from alternate source: within 6 hours	Concerned SDO	XEN	-do-	Roster load shedding may be carried out to avoid overloading of alternate source
394	-do-	Failure of power transformer	(a) Rectification action plan to be intimated to the Commission: within 72 hours (b) Rectification to be completed within the time frame approved by the Commission (c) Restoration of supply from alternate source: within 6 hours	-do-	-do-	-do-	-do-
395	<b>Electricity</b>	Period of scheduled outages	Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by the licensee at least 24 hours in advance and shall not exceed 12 hours in a day	Concerned JE	SDO	CGRF	
396	-do-	Voltage fluctuation complaint	Local problem on the transformer: within 3 days	-do-	-do-	-do-	
397	-do-	-do-	Where no expansion or enhancement of network is involved: (a) For LT System: within 15 days (b) For HT System: within 30 days If upgradation of distribution system is required: within 180 days	-do-	-do-	-do-	
398	-do-	Complaint lodged for Accuracy test of meter	On receiving the complaint: Within 30 days The licensee shall check the meter and if needed, the meter shall be replaced: within 15 days	-do-	-do-	-do-	
399	-do-	Complaint lodged for defective/ stuck meter	On receiving the complaint: Within 15 days The Licensee shall test the meter and if needed, the meter shall be replaced within 15 days thereafter	-do-	-do-	-do-	

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400	-do-	Complaint Lodged for burnt meter	On receipt of complaint bypassing the burnt meter the Licensee shall restore supply: within 6 hours, and new meter shall be provided: within 15 days	-do-	-do-	-do-	
401	-do-	Change of Consumer's Name due to change in ownership/ occupancy of property	120 days	SDO	XEN	-do-	Change shall be effected in two billing cycles
402	-do-	Transfer of consumer's name to legal heir	120 days	-do-	-do-	-do-	Change shall be effected in two billing cycles
403	-do-	Load reduction	30 days	-do-	-do-	-do-	
404	-do-	Change of category	10 days	-do-	-do-	-do-	
405	-do-	Shifting of meter/ service line etc	(a) One month for giving the estimated amount to the consumer for shifting (b) Within one month of the consumer depositing the estimated amount as mentioned above	-do-	-do-	-do-	
406	-do-	Complaint on billing	07 days	Concerned ARA/RA	SDO	-do-	
407	-do-	Request for re-connection	05 days	Concerned JE	-do-	-do-	In case consumer requests for reconnection within a period of six months after disconnection, the licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges
408	-do-	Consumer wanting up to date bill	07 days	-do-	-do-	-do-	Licensee to carry out special reading and prepare final bill, including all arrears up to the date of billing within 7 days
409	<b>Civil Engineering</b>	Road Cut	30 days	Sub Divisional Engineer of the area concerned	Executive Engineer	Superintending Engineer	
410	<b>(Horticulture)</b> Engineering Department (Horticulture Division No 2), UT, Chandigarh	Pruning of trees (under 30 cm girth)	14 days	ALO/SDE (Hort.) of area concerned	Executive Engineer (Hort.)	-do-	
411	-do-	Pruning of trees(more than 30 cm girth)	45 days	-do-	-do-	-do-	

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412	-do-	Removal of dead/ dangerous/ over grown trees	30 days	-do-	-do-	-do-	
413	-do-	Removal of fallen trees	1-2 days	-do-	-do-	-do-	
414	<b>Electrical</b>	Emergency Complaint of partially no light in the house	01 day	Junior Engineer	Executive Engineer (Electrical)	-do-	
415	-do-	Major breakdown of electrical supply due to fault in main board and wiring	02 days	-do-	-do-	-do-	
416	-do-	Replacement of defective material	03 days	Junior Engineer/ Sub Divisional Engineer	Executive Engineer	-do-	
417	-do-	Minor repair of electrical installation/ renovation of partial faulty installation	07 days	-do-	-do-	-do-	
418	-do-	Repair/ replacement of existing system/ fittings/ New Provision/ addition/ alteration. The replacement / complete renovation shall be carried out only if permitted under CPWD norms	a) Submitting of Estimate within 10 days b) The work shall be carried out within 45 days after receiving of Administrative Approval	-do-	-do-	-do-	
<b>(28) EXCISE AND TAXATION</b>							
419	<b>Excise &amp; Taxation</b>	Grant of Registration Certificate under GST Act	15 days	Excise & Taxation Officer-cum-Proper Officer	Additional Excise & Taxation Commissioner (GST Appeal)	Attached with Punjab GST Tribunal	If Proper officer fails to take any action, the same shall be deemed to have been approved, as per provisions of the CGST Act, 2017
420	-do-	Amendments in GST Registration	22 days	-do-	-do-	-do-	<b>-do-</b>
421	-do-	Refund of GST	60 days	-do-	-do-	-do-	

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422	-do-	L-50 Permit	07 days	Excise & Taxation Officer/ Asstt. Excise & Taxation Commissioner/ Collector (Excise)	Excise & Taxation Commissioner-cum-Financial commissioner	Secretary Excise & Taxation	
423	-do-	Online Local Liquor Permits	03 days	-do-	-do-	-do-	
424	-do-	Permit for industrial Alcohol to Chemical Industries etc.	07 days	-do-	-do-	-do-	
425	<b>Excise &amp; Taxation</b>	Bar license to clubs/ Restaurants	15 days after receiving NOCs from SP office, Estate office and MC office	Excise and Taxation Officer (Excise)	Assistant Excise & Taxation Commissioner	Collector (Excise)	Letter for obtaining NOCs shall be sent: within 07 days.
426	-do-	Beer Bar/ Drought Beer Bar License	-do-	-do-	-do-	-do-	-do-
427	-do-	License to Marriage Palaces/ Banquet Halls/ Community Hall etc for serving liquor	07 days	-do-	-do-	-do-	
<b>(29) DIRECTOR INDUSTRIES</b>							
428	<b>Director Industries</b>	Redressal of grievances/ queries of existing/ prospective investors	15 days	Office Superintendent, DIC	Director Industries	Secretary Industries	
<b>(30) OFFICE OF ASSISTANT CONTROLLER(F&amp;A) RENTS</b>							
429	<b>Office of Assistant Controller (F&amp;A) Rents</b>	Issuance of No Demand Certificate (after vacation of Govt. House)	21 days	Section Officer	Assistant Controller (F&A) Rents	Secretary House Allotment Committee	
<b>(31) CHANDIGARH POLLUTION CONTROL COMMITTEE</b>							
430	<b>Chandigarh Pollution Control Committee</b>	Grant of consent/ Authorization to Establish/ Operate units falling under Red Category	45 days	Scientist 'B'	Member Secretary, Chandigarh Pollution Control Committee	Chairman, Chandigarh Pollution Control Committee	
431	-do-	Grant of consent/ Authorization to Establish/ Operate units falling under Orange Category	30 days	-do-	-do-	-do-	

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432	-do-	Grant of consent/ Authorization to Establish/ Operate units falling under Green Category	21 days	Assistant Environmental Engineer	-do-	-do-	
433	-do-	Grant of Authoriza-tion under Solid Waste Management Rules, 2016	21 days	-do-	-do-	-do-	
434	-do-	Grant of Authorization under Hazardous & other Waste (Management & Transboundary Movement) Rules, 2016	21 days	-do-	-do-	-do-	
435	-do-	Registration under Plastic Waste Management Rules, 2016	21 days	-do-	-do-	-do-	
436	-do-	Grant of Authoriza-tion under Bio-Medical Waste Management Rules, 2016	21 days	Scientist 'B'	-do-	-do-	

a) The following 64 service are deleted which were notified vide notification No.28/67/1-IH(11)-2020/10872, dated 08.10.2020:-

Sr. No.	Sr. No. of Notifica-tion	Name of the Department/ Office/Wing	Name of the Service	Stipulated time limit (Working Days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks, if any
<b>(6) HEALTH &amp; FAMILY WELFARE</b>								
1.	194	<b>Health &amp; Family Welfare</b>	Thyroid Function Test Report(s) (ELISA)	02 days	Incharge of the Section and Incharge Laboratory	-do-	DH&FW	
2.	195	Laboratory	Biochemistry Section Test Report(s)	01 day	-do-	-do-	-do-	
3.	196	-do-	Hematology Section- Test Report(s)	01 day	-do-	-do-	-do-	
4.	197	-do-	Bone Marrow Aspiration and Cytology Test Report(s)	02 days	-do-	-do-	-do-	
5.	198	-do-	Microbiology Section Serology Test Report(s)	01 day	-do-	-do-	-do-	
6.	199	-do-	Microbiology Section Culture Sensitivity Test Report(s)	03 days	In-charge of the Section	-do-	-do-	

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7.	200	-do-	Cytology Test Report(s)	01 day	In-charge of the Section	Medical Supdt.	DH&FW	
8.	201	-do-	FNAC Test Report(s)	02 days	-do-	-do-	-do-	
9.	202	<b>Medical Supdt</b>	Histopathology Test Report(s)	14 days	-do-	-do-	-do-	
10.	203	-do-	Routine/ Special Stain Test Report(s)	21 days	-do-	-do-	-do-	
11.	204	<b>Medical Supdt</b>	All Emergency Test Report(s)	01 day	-do-	-do-	-do-	
12.	230	<b>Medicine</b>	Investigation: Endoscopic/ Echo/ TMT/ PFT Test Report(s)	30 days	Doctor(s) on duty	I/C of Deptt	Medical Supdt.	
13.	231	<b>Radiology</b>	Routine/ Emergency X-ray/ Ultrasound Reports	01 day	Incharge of Deptt	Medical Supdt.	DH&FW	
14.	232	-do-	Special investigation Radiology Reports	02 days	-do-	-do-	-do-	
15.	233	<b>Food Safety</b>	Issuance of Registration Certificate under the Food Safety and Standards Act	30 days	Food Safety Officer	'Designated' Officer Under the Act	Principal Secretary / Secretary Health	
16.	234	-do-	Issuance of License under the Food Safety and Standards Act	60 days	'Designated' Officer Under the Act	Principal Secretary / Secretary Health	Adviser to the Administrator	
17.	251	State AIDS Control Society	Blood Transfusion Services	01 day	Assistant Director (Youth Affairs) CSACS	Project Director, CSACS	-do-	
<b>(8) GOVERNMENT MEDICAL COLLEGE AND HOSPITAL</b>								
18.	260	General Medicine Department	Investigation Reports	05 Days	Concerned Faculty	Head of Concerned Department	-do-	
19.	261	-do-	EEG / EMG / NCV Endoscopy (UGI), LGI) ERCP, Colonoscopy	01 Day	-do-	-do-	-do-	
20.	262	-do-	24 Hrs. BP Monitoring (ABPM)	05 Days	-do-	-do-	-do-	
21.	265	Transfusion Medicine	Blood Grouping/ Cross Matching Comb Test	03 Days	Medical and Paramedical staff	-do-	-do-	
22.	266	Anatomy Department	Body Donation	02 Days	Associate Professor	-do-	-do-	
23.	267	-do-	Foetal Autopsy	30 Days	Associate Professor	Head of Concerned Department	Director Principal	
24.	273	Biochemistry Department	Emergency Investigations	01 Day	Faculty / Lab Incharge	Head of Concerned Department	-do-	
25.	274	-do-	Routine Investigations	OPD – 03 Days Indoor – 01 Day	-do-	-do-	-do-	

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26.	275	-do-	Special Investigations	07 Days	-do-	-do-	-do-	
27.	276	Community Medicine Department	Investigation Reports	05 Days	Medical Officer / Faculty Member	-do-	-do-	
28.	277	ENT Department	Disability Certificate	15 Days	Associate / Assistant Professor	-do-	-do-	Clubbed with Sr. No. 241 of new notification
29.	278	Cardiology Department	Issuance of Certificates like Medical Leave and Chronic Certificates	15 Days	Concerned Faculty	-do-	-do-	Clubbed with Sr. No. 239 of new notification
30.	279	General Surgery Department	Case Summary/ Insurance Claim Files	20 Days	Junior / Senior Resident	-do-	-do-	Clubbed with Sr. No. 243 of new notification
31.	280	General Surgery Department	Medical Leave/Fitness Certificate	03 Days	Concerned Faculty	-do-	-do-	Clubbed with Sr. No. 244 of new notification
32.	281	Urology Department	Medical Certificates	07 Days	Senior Resident	-do-	-do-	Clubbed with Sr. No. 244 of new notification
33.	282	Neurosurgery Department	Case Summary/LIC Claim Files	03 Days	Concerned Faculty	-do-	-do-	Clubbed with Sr. No. 243 of new notification
34.	283	Microbiology Department	Mycology Smear (KOH), Gene Xpert, Gram Stain, ZiehlNeelsen Stain	01 Day	On Duty Demonstrator	-do-	-do-	
35.	284	-do-	Stool Routine & Parasitology	02 Days	-do-	-do-	-do-	
36.	285	-do-	Urine Culture, Pus Culture, Stool Culture, Serology, Swine Flu, VRDL Laboratory, Hospital Surveillance Samples	03 Days	-do-	-do-	-do-	
37.	286	-do-	Blood Culture	05 Days	-do-	-do-	-do-	
38.	287	-do-	Mycology	30 Days	-do-	-do-	-do-	
39.	288	-do-	Anaerobic Culture	08 Days	-do-	-do-	-do-	
40.	289	-do-	Mycobacterium Culture	56 Days	-do-	-do-	-do-	
41.	290	Obstetrics & Gynaecology Department	Medical Certificate	03 Days	Treating Unit Consultant/ Resident	-do-	-do-	Clubbed with Sr. No. 244 of new notification
42.	291	-do-	Medical Fitness Certificate	03 Days	Treating Unit Consultant/ Resident	Head of Concerned Department	Director Principal	Clubbed with Sr. No. 244 of new notification

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43.	294	-do-	Reports (Ultrasound Report)	01 Day	Resident / Consultant	-do-	-do-	
44.	295	Pathology Department	Histopathology	10 Days	Concerned Faculty	-do-	-do-	
45.	296	-do-	Medico Legal Post Mortem/ Neonatal Autopsy	60 Days	-do-	-do-	-do-	
46.	297	-do-	Cytology	02 Days	-do-	-do-	-do-	
47.	298	-do-	Routine Haematology Tests	01 Day	-do-	-do-	-do-	
48.	299	-do-	Special Haematology Test	07 Days	-do-	-do-	-do-	
49.	300	Radio-diagnosis Department	General Radiography for OPD	01 Day	Radiological Safety Officer	-do-	-do-	
50.	301	-do-	Emergency & Ward Radiography	Round the Clock	-do-	-do-	-do-	
51.	302	-do-	Special Investigations	01 Day	Consultant Incharge	-do-	-do-	
52.	303	-do-	Routine Ultrasound	01 Day	-do-	-do-	-do-	
53.	304	-do-	Emergency & Ward Ultrasound	Round the Clock	Consultant Incharge	Head of Concerned Department	Director Principal	
54.	305	Radio-diagnosis Department	Color Doppler Ultrasound	On Appointment	-do-	-do-	-do-	
55.	306	-do-	Ultrasound Guided Interventional	01 Day	-do-	-do-	-do-	
56.	307	-do-	Ultrasound Guided FNAC	Tuesday / Thursday / Saturday	-do-	-do-	-do-	
57.	308	-do-	CT Guided FNAC	01 Day	-do-	-do-	-do-	
58.	309	-do-	Contrast CT Scan Studies for Patients from OPD	01 Day	Consultant Incharge	Head of Concerned Department	Director Principal	
59.	310	-do-	Plain CT Scan Studies from OPD	01 Day	-do-	-do-	-do-	
60.	311	Radio-diagnosis Department	CT Scan Studies with & without Contrast from Emergency & Ward	Round the Clock	-do-	-do-	-do-	
61.	312	-do-	MRI	On Appointment	-do-	-do-	-do-	
<b>(28) EXCISE AND TAXATION</b>								
62.	478	Excise & Taxation	L-42 Permit	07 days	Excise & Taxation Officer/ Asstt. Excise & Taxation Commissioner/ Collector (Excise)	Excise & Taxation Commissioner -cum-Financial commissioner	Secretary Excise & Taxation	
63.	481	-do-	Permission to serve Liquor in a marriage or banquet hall to a function holder	07 days	-do-	-do-	-do-	
64.	485	-do-	Hard Liquor Bar License	-do-	-do-	-do-	-do-	

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b) The following 14 new services are added in the above notification:-

Sr. No.	Sr. No. of Notification	Name of the Department/ Office/Wing	Name of the Service	Stipulated time limit (Working Days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks, If any
<b>(4) MUNICIPAL CORPORATION</b>								
1	127	MOH Wing (Medical Officer of Health)	Verification report concerning Birth/Death Certificates for which request is received from any other department of the Chandigarh Administration	15 days	Registrar (B&D)	Medical Officer of Health	Assistant Commissioner / Joint Commissioner / Addl. Commissioner	
<b>(20) LABOUR DEPARTMENT</b>								
2	333	Labour Department	Amendment in the registration certificate issued to the factory under the Factories Act, 1948	21 days	Adl. Chief Inspector of Factories-cum-Assistant Labour Commissioner	Chief Inspector of Factories-cum-Labour Commissioner	Secretary Labour	
3	339	-do-	Amendment in the registration certificate issued to the Principal Employer under the Contract Labour (Regulation and Abolition) Act, 1970	21 days	Licensing Officer-cum-Assistant Labour Commissioner	Registering Officer-cum-Labour Commissioner	-do-	
4	341	-do-	Renewal of labour cards issued to the construction workers under the Building and other Construction workers (Regulation of Employment and Conditions of Service) Act, 1996	21 days	Registering Officer (CBOCW Board)-cum-Assistant Labour commissioner	Secretary (CBOCW Board)-cum-Labour commissioner	Chairman (CBOCW Board)-cum-Secretary Labour	
5	343	-do-	Renewal of registration of contractors under the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	21 days	Registering Officer (CBOCW Board)-cum-Assistant Labour commissioner	Secretary (CBOCW Board)-cum-Labour commissioner	Chairman (CBOCW Board)-cum-Secretary Labour	
<b>(29) DIRECTOR INDUSTRIES</b>								
6	428	Director Industries	Redressal of grievances/ queries of existing/ prospective investors	15 days	Office Superintendent DIC	Director Industries	Secretary Industries	
<b>(30) OFFICE OF ASSISTANT CONTROLLER (F&amp;A) RENTS</b>								
7	429	Office of Assistant Controller (F&A) Rents	Issuance of No Demand Certificate (after vacation of Govt. Houses )	21 days	Section Officer	Assistant Controller (F&A) Rents	Secretary House Allotment Committee	

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(31) CHANDIGARH POLLUTION CONTROL COMMITTEE								
8	430	Chandigarh Pollution Control Committee	Grant of consent/ Authorization to Establish/ Operate units falling under Red Category	45 days	Scientist 'B'	Member Secretary, Chandigarh Pollution Control Committee	Chairman, Chandigarh Pollution Control Committee	
9	431	-do-	Grant of consent/ Authorization to Establish/ Operate units falling under Orange Category	30 days	-do-	-do-	-do-	
10	432	-do-	Grant of consent/ Authorization to Establish/ Operate units falling under Green Category	21 days	Assistant Environmental Engineer	-do-	-do-	
11	433	-do-	Grant of Authorization under Solid Waste Management Rules, 2016	21 days	-do-	-do-	-do-	
12	434	-do-	Grant of Authorization under Hazardous & other Waste (Management & Transboundary Movement) Rules, 2016	21 days	-do-	-do-	-do-	
13	435	-do-	Registration under Plastic Waste Management Rules, 2016	21 days	-do-	-do-	-do-	
14	436	Chandigarh Pollution Control Committee	Grant of Authorization under Bio-Medical Waste Management Rules, 2016	21 days	Scientist 'B'	Member Secretary, Chandigarh Pollution Control Committee	Chairman, Chandigarh Pollution Control Committee	

- (i) The stipulated time limit fixed for delivery of services in this notification will start from the date of submission of application alongwith all the requisite documents/papers, correct & complete in all respects.
- (ii) For all purposes, with regard to implementation of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh, Head of the Department or his nominee shall be the Nodal Officer whose services are notified under the Act(s) ibid.

Chandigarh :  
The 2<sup>nd</sup> March, 2022.

Administrator,  
Union Territory, Chandigarh.

*"No legal responsibility is accepted for the contents of publication of advertisements/public notices in this part of the Chandigarh Administration Gazette. Persons notifying the advertisements/public notices will remain solely, responsible for the legal consequences and also for any other misrepresentation etc. "*

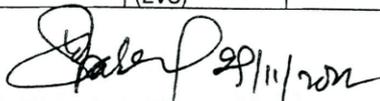
CHANDIGARH ADMINISTRATION  
DEPARTMENT OF PERSONNELNOTIFICATION

No. 28/67/1-IH (11)-2022/19025

Dated: 29/11/2022

In partial modification of Notification No. 28/67/1-IH(11)-2022/3946, dated 08.03.2022, and in exercise of the powers conferred under Section 3 of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to the Union Territory of Chandigarh vide Government of India, Ministry of Home Affairs, New Delhi Notification No. G.S.R. 1015(E) dated 14.08.2017, the Administrator, Union Territory of Chandigarh is pleased to notify the public services, designated officers, first appellate authorities, second appellate authorities and the stipulated time limits, for the purposes of this Act, as detailed below:-

Sr No.	Name of the Department/ Office/Wing	Name of the Service	Stipulated time limit (Working Days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks, if any
<b>(1) DC Office</b>							
1.	Revenue Branch	Income Certificate	30 days	Tehsildar	SDM	Deputy Commissioner	
2.	Sub-Registrar	Registration of documents/ instruments under the Indian Registration Act, 1908	01 Day	Sub-Registrar	Registrar	Inspector General of Registration	Sr. No. 41 of earlier notification dated 08.03.2022
<b>(2) Labour Department</b>							
3.	Labour Department	Registration of Establishment employing Migrant Workmen under The Interstate Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979	30 days	Labour Commissioner, UT, Chandigarh	Secretary Labour, UT, Chandigarh	Adviser to the Administrator U T, Chandigarh	
4.	-do-	Amendment in Registration of Establishment employing Migrant Workmen under the Interstate Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979 )	21 days	Labour Commissioner, UT, Chandigarh	Secretary Labour, UT, Chandigarh	Adviser to the Administrator U T, Chandigarh	
5.	-do-	Registration of Shop and Commercial Establishment under Punjab Shop and Commercial Establishment Act, 1958	01 day	Labour Inspector, UT, Chandigarh	Assistant labour Commissioner UT, Chandigarh	Labour Commissioner, UT, Chandigarh	Sr. No. 328 of earlier notification dated 08.03.2022
<b>(3) Excise &amp; Taxation Department</b>							
6.	Excise & Taxation Department	Brand / Label Registration	30 days	Collector (X)	Excise & Taxation Commissioner	Secretary Excise & Taxation	-
7.	-do-	Excise Verification Certificate (EVC)	5 days	Excise & Taxation Inspector	Excise & Taxation Officer	Assistant Excise & Taxation Commissioner	-



- (i) The stipulated time limit fixed for delivery of services in this notification will start from the date of submission of application alongwith all the requisite documents/papers, correct & complete in all respects.
- (ii) For all purposes, with regard to implementation of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh, Head of the Department or his nominee shall be the Nodal Officer whose services are notified under the Act(s) ibid.

Chandigarh, dated  
the, 29<sup>th</sup> November, 2022

Administrator  
Union Territory, Chandigarh

Endst. No. 28/67/1-IH(11)-2022/ 19026

Dated: 29/11/2022

A Copy is forwarded to all the Administrative Secretaries/Heads of Departments/Heads of Boards/ Corporations for information and necessary action.



Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

Endst. No. 28/67/1-IH(11)-2022/ 19027

Dated 29/11/2022

A copy is forwarded to the Commissioner, Chandigarh Right to Service Commission, for information and necessary action.



Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**CHANDIGARH ADMINISTRATION  
DEPARTMENT OF PERSONNEL**

**NOTIFICATION**

**No. 28/67/1-IH(11)-2023/ 4037**

**Dated: 22.03.2023**

In partial modification of Notification No. 28/67/1-IH(11)-2022/3946, dated 08.03.2022 and in exercise of the powers conferred under section 3 of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to the Union Territory of Chandigarh vide Government of India, Ministry of Home Affairs, New Delhi Notification No. G.S.R. 1015(E) dated 14.08.2017, the Administrator, Union Territory of Chandigarh is pleased to modify the following public service, for the purpose of this Act, as detailed below:-

Sr. No. of notification dated 8/3/2022	Name of the Department /Office/Wing	Name of the Service	Stipulated time limit (Working days)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks, if any
269	Police Deptt.	Conduct of a preliminary enquiry into complaint at Police Station	90 days	SHO	SDPO	SSP	--

- I) The stipulated time limit fixed for delivery of services in this notification will start from the date of submission of application along with all the requisite documents/papers, correct & complete in all respects.
- II) For all purposes, with regard to implementation of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh, Head of the Department or his nominee shall be the nodal Officer whose service re notified under the Act(s) ibid.

Chandigarh, dated  
the, 21<sup>st</sup> March, 2023

Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/1-IH(11)-2023/ 4038**

**Dated: 22.03.2023**

A copy is forwarded to all the Administrative Secretaries/Heads of Departments/Heads of Boards/Corporations for information and necessary action.

Additional Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

**Endst. No. 28/67/1-IH(11)-2023/ 4039**

**Dated: 22.03.2023**

A copy is forwarded to the Commissioner, Chandigarh Right to Service Commission, for information and necessary action.

Additional Secretary Personnel  
for Administrator  
Union Territory, Chandigarh

CHANDIGARH ADMINISTRATION  
PERSONNEL DEPARTMENT

THE CHANDIGARH RIGHT TO SERVICE RULES, 2019

NOTIFICATION

Chandigarh, dated the 11/10/2019

No. 28/67/1-IH(11)-2019/15461

In exercise of the powers conferred by Section 21 of the Punjab Right to Service Act, 2011 (Punjab Act No. 24 of 2011) and the Punjab Right to Service (Amendment) Act, 2014 as extended to the Union Territory of Chandigarh by the Government of India, Ministry of Home Affairs vide Notification No. G.S.R. 1015(E) dated 14th August, 2017 and all other powers enabling him in this behalf, the Administrator, U.T. Chandigarh is pleased to make the following rules, namely:-

1. **Short title, commencement:-** (1) These rules may be called the Chandigarh Right to Service Rules, 2019

(2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. **Definitions :-** (1) In these Rules, unless the context otherwise requires:

- a) 'Act' means the Punjab Right to Service Act, 2011 (further amended in 2014) as extended to the Union Territory of Chandigarh
- b) 'Prescribed Format' means formats of application/ appeal/ record maintenance etc. prescribed along with these Rules or displayed by the respective departments on their websites for delivering a notified service under the Act;
- c) 'Commission' means the Chandigarh Right to Service Commission.

(2) The meaning of words and explanations which have been used in these Rules but not defined shall be that which has been given to them in the Act.

3. **Power of Designated Officer to authorize for receiving the application:-** The Designated Officer shall have the power to authorize by order any of his/her subordinate officer/staff for receiving the applications and giving acknowledgment. Similarly, the officials may be authorized for receiving the applications and give acknowledgments in e-Samparkcentres/ Help-desks set-up in respective offices.

4. **Record of Service & the Application Format:-**

*Section 5 (3)*

(1) The record of service applied for shall be maintained by the Designated Officer in **Form 'A'**.

(2) The Administrative Department concerned shall prepare an Application Form for every Service along with a check list of the documents required to be enclosed therewith, as early as possible, but latest within 30 days of notification of these rules and/or the public service(s) under the Act.

**5. Receipt and acknowledgment of application:-**

(1) An eligible person shall make an application for delivery of service to the Designated Officer either personally or through email or registered post or e-Sampark/ Help-desks duly addressed to the aforesaid Designated Officer.

(2) If such an application is found complete in all respects, the Designated Officer shall acknowledge the receipt thereof in a prescribed Form(s) provided by the respective departments for each service;

Provided that if any document required for delivery of service has not been enclosed with the application by the applicant, the same shall be clearly mentioned in the acknowledgment slip by the Designated Officer to enable the applicant to make his application complete in all respects;

Provided further that the Designated Officer shall not raise objections on such an applications in a piecemeal manner;

Provided further that the time-limit specified for delivery of service in such cases shall commence from the date when the applicant supplies all the deficient documents mentioned in the acknowledgment.

**6. Denial or delay in delivery of service:-** In the event a service is denied or delayed, the Designated Officer shall communicate to the applicant :

(a) the reasons for such denial or delay;

(b) The period within which an appeal against such denial or delay can be preferred; and

(c) The particulars, including all available contact information, of the relevant First Appellate Authority.

**7. Public holidays not to be included in the stipulated time limit:-**

Public holidays shall not be included in the stipulated time limit for providing the services. Thus, actual time limit shall be sum of the total working days specified and the number of public holidays. In case of service sought from e-Samparkcentres/ Help-desks, an additional period of two days shall be added to the stipulated time limit.

**8. Display of information on Websites of the Department:-**

*Section 11*

- I. All information relating to the various public services, their time-limits, application forms and the requisite documents, shall be put on their websites and also, if feasible, outside the offices or at any other conspicuous place in the office area, by the respective departments.
- II. In the event of non-display of such information in the public domain, the Second Appellate Authority or the Commission shall be competent to initiate appropriate action against the concerned Designated Officer.

9. **Fee for Application/ Appeal/ Revision:-** No fee shall be levied for making an application/ appeal/ revision under the Act except for the statutory fee, if any, prescribed under relevant Acts/ Rules of the respective departments.

10. **Process of communicating the information about hearing/ order:-**

(1) Intimation about hearing of the case or passing of the order shall be made to the applicant in the following order of preferred modes of communication:-

- I. E-mail address provided in the application/ appeal form
- II. On the phone number (SMS); record thereof to be made on the case file
- III. Personally, if the applicant is present himself, against a signature of note taken
- IV. Regd. post AD

Service of Notice for hearing, made through any of the above modes, shall be considered sufficient for the purposes of this Act.

(2) Intimation about the date of hearing shall be communicated to the applicant/Designated Officer and other concerned at least 03 days in advance.

11. **Procedure to be followed in the First/ Second Appeal:-**

- 1) The appeal to the First and Second Appellate Authority shall be made as per the prescribed format given at Form 'B'&'C' respectively.
- 2) Appellate authorities may summon the record of subordinate office(s) for adjudication of the appeal(s). In exceptional circumstances, any officer may be authorized for required investigation by the appellate authorities.
- 3) The appellate authority (First or Second) may, if required, summon either in person or through their representative, the Designated Officer, the first appellate authority or any other officer involved in the process of providing such services, as the case may be.
- 4) If the applicant or Designated Officer/ appellate authority or other concerned officials either themselves or through their authorized representatives don not appear before the first or second appellate authority, then the case may be decided ex-parte in their absence. However, if the parties are unable to be present for justified reasons, another opportunity may be given to them before proceeding ex-parte.
- 5) No order shall be passed against any person or official without granting him an opportunity of being heard.
- 6) The appellate authority (first or second) shall pass a well reasoned speaking order after due consideration of all the record produced before it. The order shall be read out in the open court and issued in writing.
- 7) A copy of the order in the first or second appeal shall be given to the applicant, designated officer and/or any other official(s) concerned, without charging any fees.

## 12. Recovery of Penalty:-

1. In the case of imposition of penalty, the Second Appellate Authority shall forward a copy of such order to the Administrative Department concerned with instructions to deduct the amount from the salary or remuneration of the Designated Officer and/or any other official involved in the process of providing such service against whom penalty has been awarded. A copy of such order shall also be endorsed to the Commission, for information.
2. In the event of recommendations for disciplinary action against the Designated Officer and/or any other official, the Second Appellate Authority shall send a copy of such order to the Administrative Department concerned as well as to the Commission.
3. The penalty imposed under the Act shall be recovered in proportion to be fixed by the Second Appellate Authority from the salary or remuneration of the Designated Officer and/or any other officer/official involved in the process of providing such service.
4. The concerned authority, to whom a copy of such order of Second Appellate Authority has been sent shall recover the penalty from the next salary/remuneration of the Designated Officer and/or any other officer/official involved in the process of providing such services, as decided by the Second Appellate Authority. The penalty so recovered shall be deposited in the receipt head of the State/UT Government and a copy thereof shall be forwarded to the Second Appellate Authority.
5. In the event of award of compensation to the applicant/appellant by the Second Appellate Authority, the concerned authority shall make payment to the applicant/ appellant out of penalty imposed by it and deposit the balance amount in the receipt head of the State/UT as stipulated in the above said sub-rule. A copy of receipt of compensation paid shall be forwarded to the Second Appellate Authority by the department.

## 13. REVISION:-

*Section 10*

- 1) An application for revision addressed to the Commission constituted under section 12 of the Act, shall be made in **Form D**.
- 2) The applicant shall enclose a self attested copy of the order of the Second Appellate Authority against which the revision petition has been made.
- 3) While deciding any application/ revision petition, in order to ascertain the facts, the Commission may authorize an officer to enquire into the matter. The officer, to whom such an inquiry is entrusted, shall submit report to the Commission within a maximum period of fifteen days.
- 4) The Commission shall decide the application/ revision petition on the basis of the relevant record available before it.

## 14. Salary, allowances and conditions of service of the officers and other

*Section 15 (6)*

**employees:-** The employees appointed on deputation from any department of the State/ UT Government, Board, Corporation or other statutory body of the

State/ UT Government, shall be paid such salaries and allowances as admissible to them under the Rules applicable to their Service and they shall be governed under the said rules and relevant instructions issued by the State/ UT Government, Board, Corporation or other statutory body of the State/ UT Government from time to time. The Commission may also employ retired employees of the State/ UT Government for a period of 05 years or till the age of sixty-five, whichever is earlier, as per relevant instructions issued by the State/UT Government from time to time on contractual service or for outsourcing of the officials.

15. **Suo-moto notice by the Commission:-** The Commission may take Suo-

*Section 17(l)(b)*

moto notice in such cases where an application/appeal is not decided by the Designated Officer/ Appellate Authority within the stipulated period and there is an unreasonable delay in disposal of such an application/appeal. On finding any lapse, the Commission may pass appropriate orders in this regard as it may deem fit.

Administrator  
Union Territory, Chandigarh



**FORM - 'B'**

**(See Rule - 11)**

Following information shall be included in the Application for Appeal to the First Appellate Authority:

- 1) Name & address of the Applicant/ Appellant
  
- 2) Name & address of the Designated Officer against whose decision the first appeal is being made
  
- 3) Gist of the order against which the first appeal lies (copy of the impugned order of the designated officer to be enclosed)
  
- 4) Date of application along with name and address of the designated officer if the appeal is made against non-receipt of acknowledgment of the application
  
- 5) Grounds for first appeal:
  
- 6) Relief asked for:
  
- 7) Any other relevant information that may be necessary for determining the first appeal

**FORM - 'C'**

**(See Rule - 11)**

Following information shall be included in the Application for Appeal to the Second Appellate Authority:

- 1) Name & address of the Applicant/ Appellant
  
- 2) Name & address of the First Appellate Authority against whose decision the Second appeal is being made
  
- 3) Gist of the order against which the Second appeal lies (copy of the impugned order of the First Appellate Authority to be enclosed)
  
- 4) Date of application along with name and address of the designated officer if the appeal is made against non-receipt of acknowledgment of the application
  
- 5) Grounds for Second appeal:
  
- 6) Relief asked for:
  
- 7) Any other relevant information that may be necessary for determining the Second appeal

**FORM 'D'**  
**See Rule 13**  
**APPLICATION FOR REVISION**

1.	Name of Applicant/ Petitioner	
2.	Father's name	
3.	Residential address	
4.	Contact Number & e-mail (if any)	
5.	Name of the Service sought	
6.	Name of the Department from which service was sought	
7.	Date of Application made to the Designated Officer (enclose copy of the acknowledgment receipt)	
8.	Date of disposal of application (along with a copy of decision/ order of the Designated Officer)	
9.	Date of filling of First Appeal (enclose a copy of the acknowledgment receipt)	
10.	Date of decision/ order of first Appeal (along with a copy of the decision/ order of the First Appellate Authority)	
11.	Date of filling of Second Appeal (enclose a copy of the acknowledgment receipt)	
12.	Date of decision/ order of Second Appeal (along with a copy of the decision/ order of the Second Appellate Authority)	
13.	Relief claimed by the applicant in Revision against the order passed in Second Appeal	

Note:-All copies/ documents enclosed with Revision Petition should be self-attested.

Date \_\_\_\_\_

Place \_\_\_\_\_

(Signatures of the Applicant)

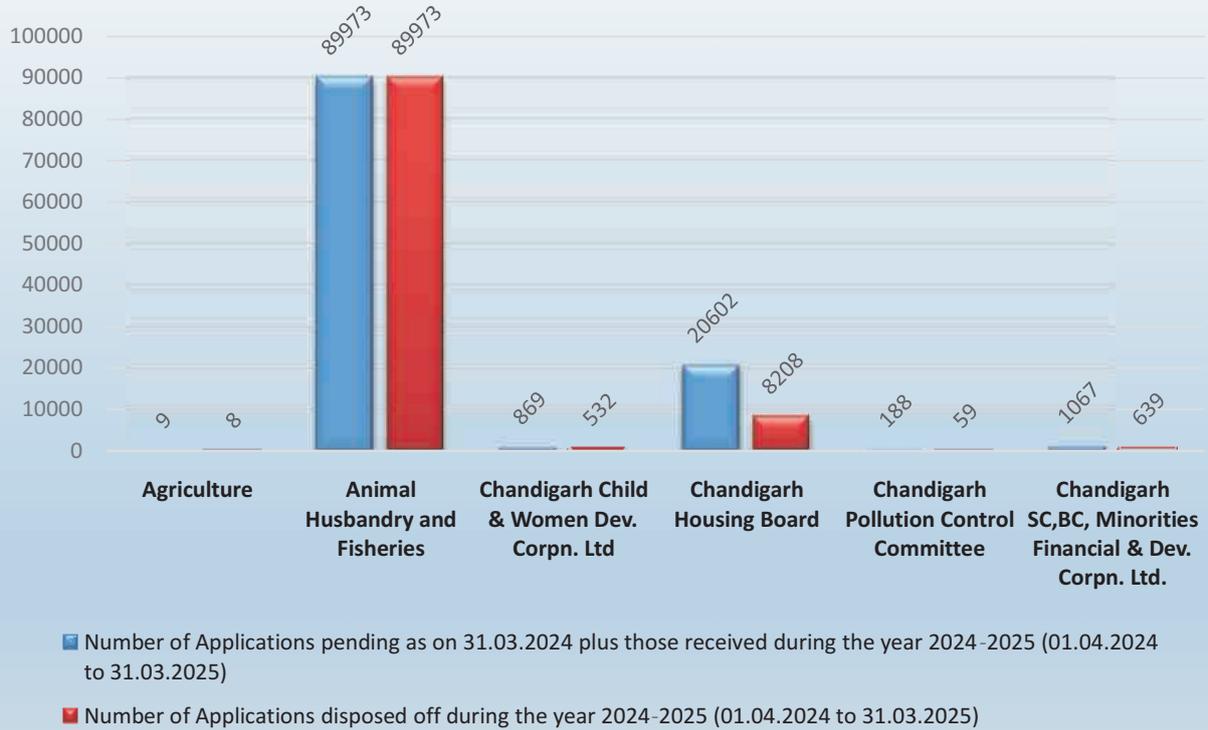
**CONSOLIDATED PROGRESS REPORT FOR THE YEAR 2024-2025**

(April 2024 to March 2025)

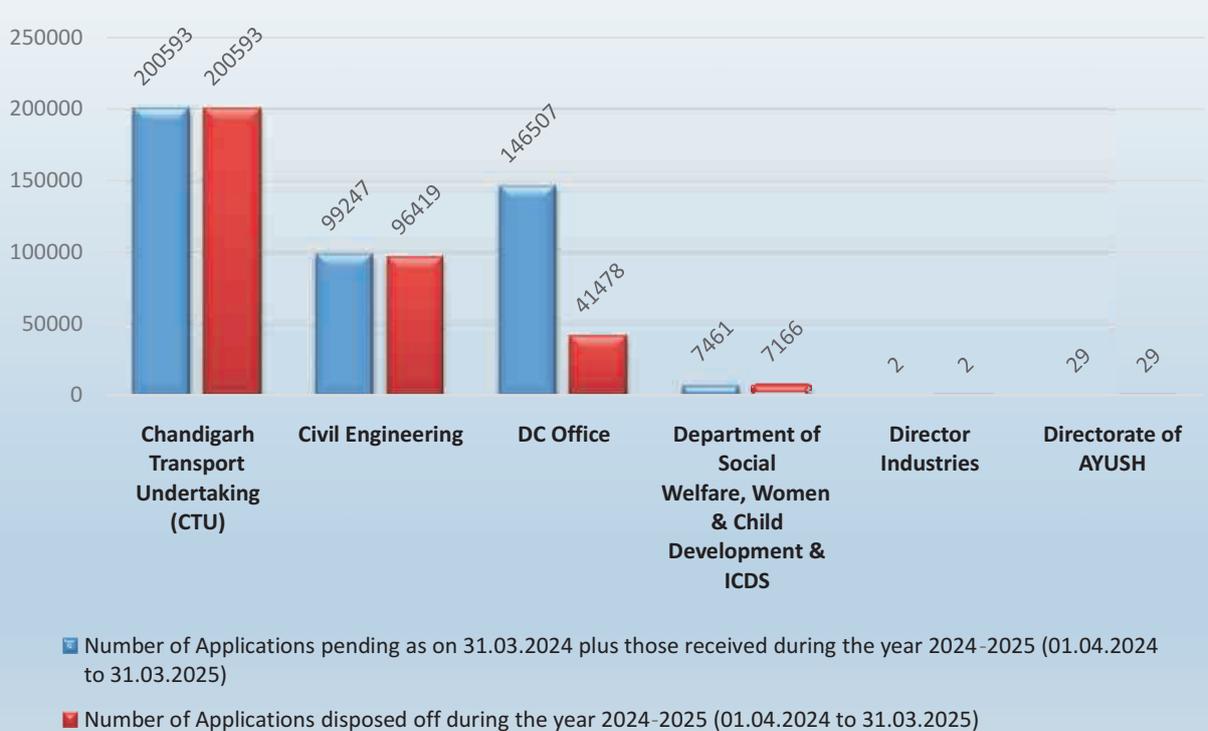
Sr. No	Name of Department	Number of Applications pending as on 31.03.2024	Number of Applications received during the year 2024-2025	Number of Applications for disposal (3+4)	Number of Applications disposed off during the year 2024-2025	Number of Applications pending as on 31.03.2025 within time limit	Number of applications pending as on 31.03.2025 beyond time limit, and percentage thereof
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Agriculture	0	9	9	8	1	0
2	Animal Husbandry and Fisheries	0	89973	89973	89973	0	0
3	Chandigarh Child & Women Development Corporation Limited	4	865	869	532	337	0
4	Chandigarh Housing Board	258	20344	20602	8208	12394	0
5	Chandigarh Pollution Control Committee	0	188	188	59	77	<b>52 (27.65%)</b>
6	Chandigarh Scheduled Castes, Backward Classes & Minorities Financial & Development Corporation Ltd.	0	1067	1067	639	428	0
7	Chandigarh Transport Undertaking (CTU)	0	200593	200593	200593	0	0
8	Civil Engineering	160	99087	99247	96419	2828	0
9	DC Office	4670	141837	146507	41478	105029	0
10	Department of Social Welfare, Women & Child Development & Integrated Child Development Service Scheme	0	7461	7461	7166	295	0
11	Director Industries	0	2	2	2	0	0
12	Directorate of Ayurveda, Yoga & Naturopathy, Unani, Siddha & Homeopathy	0	29	29	29	0	0

Sr. No	Name of Department	Number of Applications pending as on 31.03.2024	Number of Applications received during the year 2024-2025	Number of Applications for disposal (3+4)	Number of Applications disposed off during the year 2024-2025	Number of Applications pending as on 31.03.2025 within time limit	Number of applications pending as on 31.03.2025 beyond time limit, and percentage thereof
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
13	Directorate of Higher Education	0	16302	16302	16302	0	0
14	Directorate of School Education	0	15103	15103	15103	0	0
15	Estate Office	379	10056	10435	4365	4097	<b>1973 (18.90%)</b>
16	Excise and Taxation	452	138158	138610	129679	8931	0
17	Food & Supplies and Consumer Affairs	0	18152	18152	18152	0	0
18	Forest & Wildlife	1	1902	1903	1884	19	0
19	Government Medical College and Hospital	182	35108	35290	32713	2577	0
20	Health and Family Welfare	556	171283	171839	165321	6515	<b>3</b>
21	Labour	697	18986	19683	8325	11232	<b>126 (0.64%)</b>
22	Municipal Corporation	1288	174948	176236	153970	22126	<b>140 (0.07%)</b>
23	Office Of Assistant Controller(F&A) Rents	228	3223	3451	623	2828	0
24	Police	10021	222968	232989	194905	28780	<b>9304 (3.99%)</b>
25	Punjab Engineering College	0	1397	1397	1395	2	0
26	Regional Employment Office	0	1390	1390	1390	0	0
27	Registering & Licensing Authority	0	226742	226742	226742	0	0
28	Sports	317	11993	12310	10943	1367	0
29	State Transport Authority	77	18920	18997	18331	666	0
30	Urban Planning & Chief Architect Office	0	15	15	12	3	0
31	Zila Sainik Welfare Office	0	409	409	409	0	0
	<b>Total</b>	<b>19290</b>	<b>1648510</b>	<b>1667800</b>	<b>1445670</b>	<b>210532</b>	<b>11598</b>
	<b>%age</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(86.68%)</b>	<b>(12.62%)</b>	<b>(0.70%)</b>

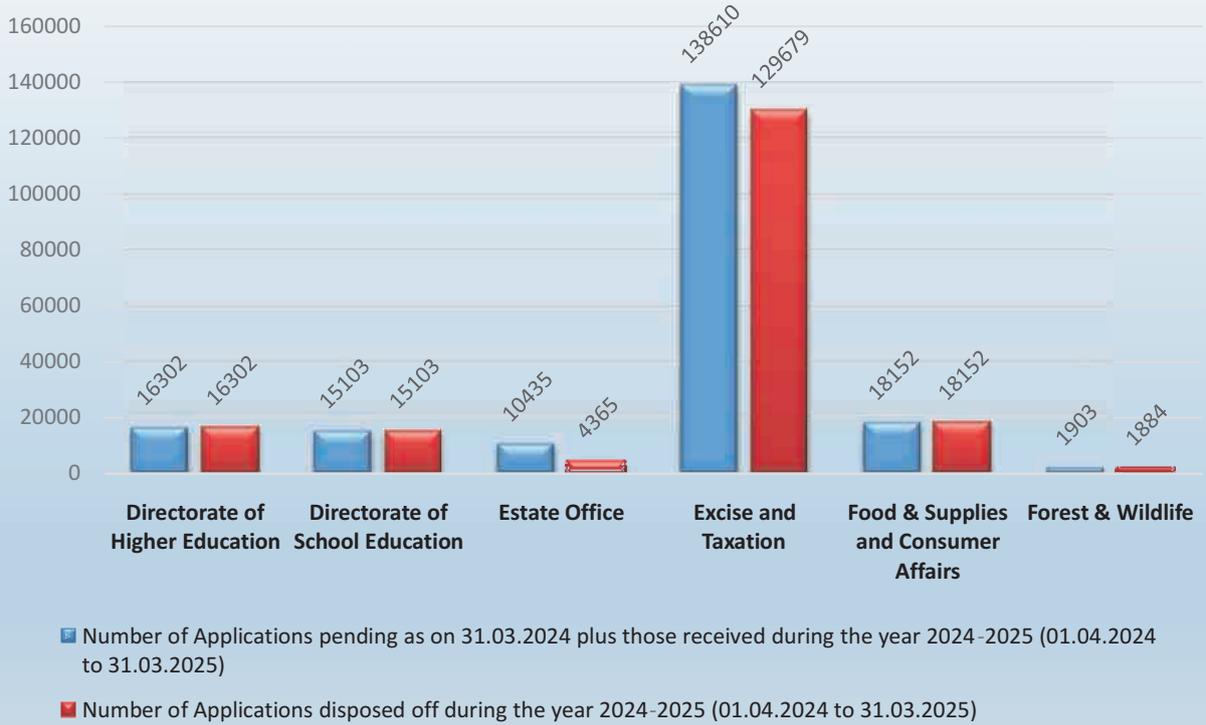
### DEPARTMENT-WISE DISPOSAL OF APPLICATIONS DURING 2024-2025



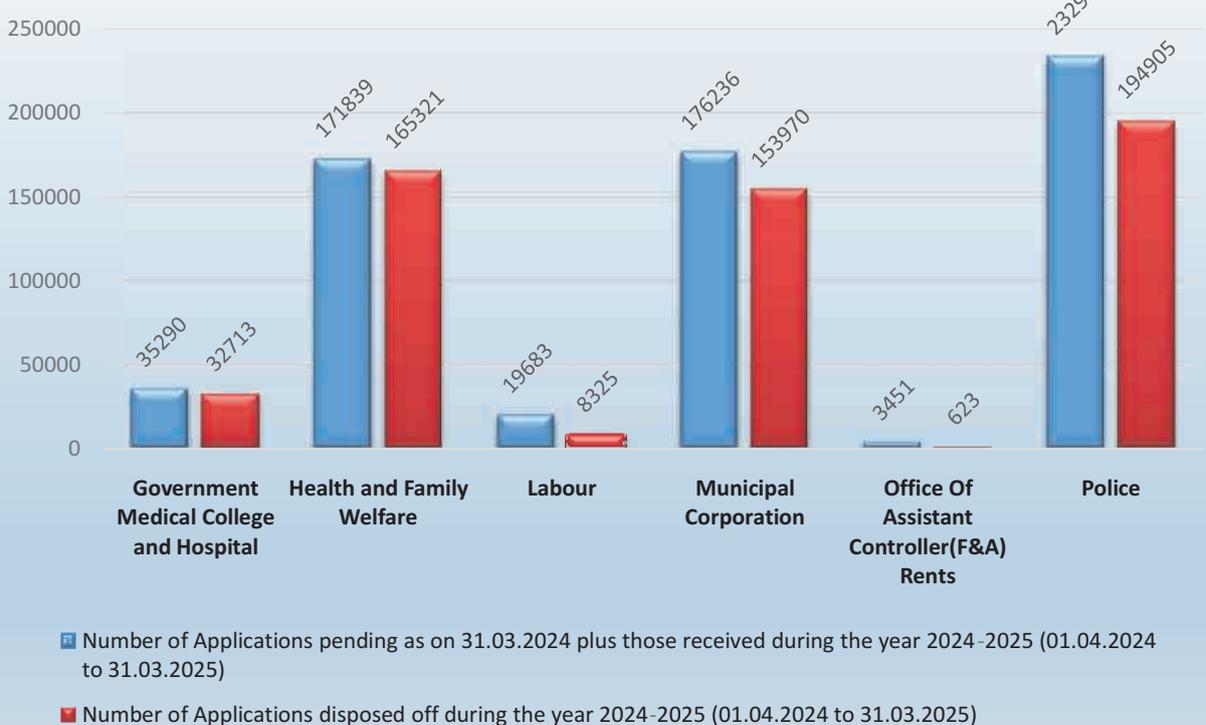
### DEPARTMENT-WISE DISPOSAL OF APPLICATIONS DURING 2024-2025



### DEPARTMENT-WISE DISPOSAL OF APPLICATIONS DURING 2024-2025



### DEPARTMENT-WISE DISPOSAL OF APPLICATIONS DURING 2024-2025



## DEPARTMENT-WISE DISPOSAL OF APPLICATIONS DURING 2024-2025



**Recommendations made by the Commission to the Chandigarh Administration**

As per provisions of Section 17 (1) (f) of the Punjab Right to Service Act 2011, as extended to the Union Territory of Chandigarh, the Commission has recommended amendments/additions to the existing lists of services and proposal for addition of some more public dealing departments and their services vide its letters dated 17.03.2023, 12.05.2023, 06.07.2023, 28.08.2023 and 08.05.2024 to the Chandigarh Administration for their Gazette notification as per provisions of Section 3 (1) of the Act *ibid*, after following due procedure.

**Receipt and Disposal of Petitions/Applications by the Commission during the year 2024-2025**

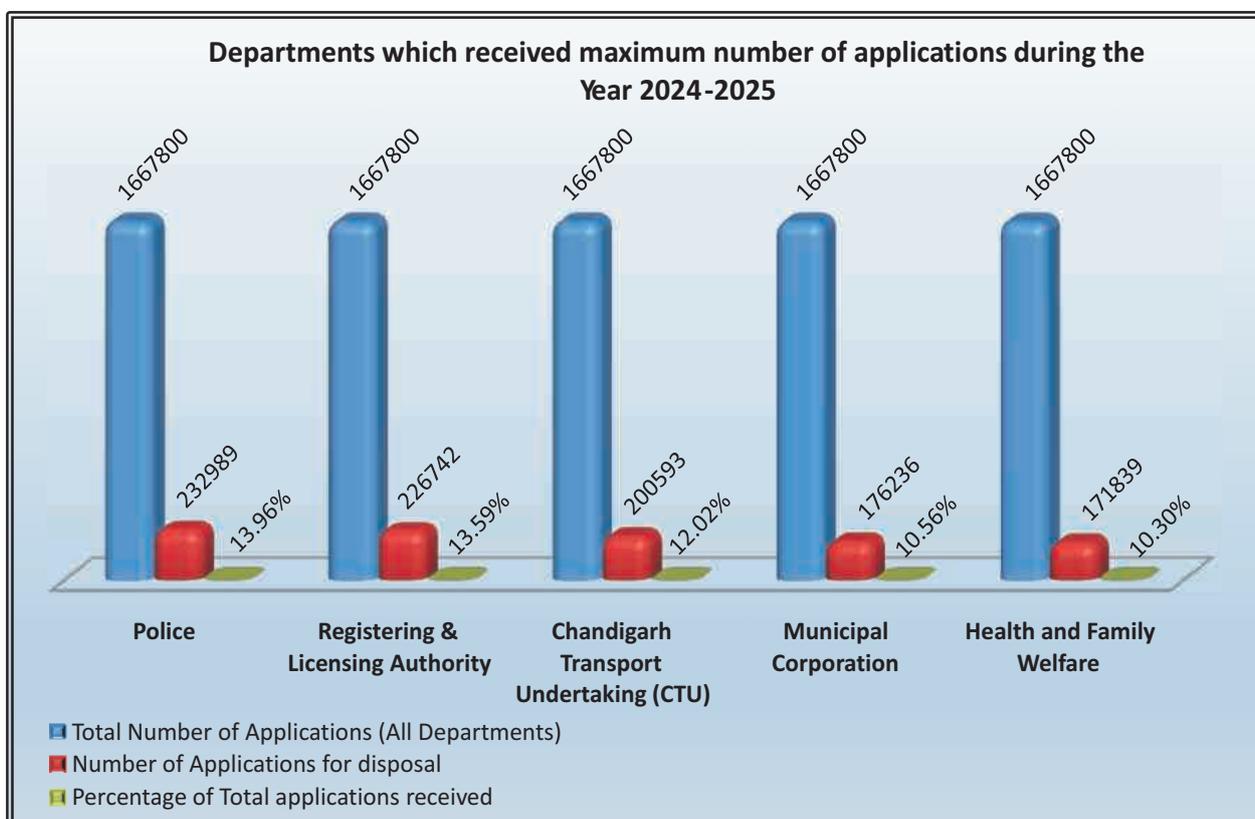
During the period under report, a total of 125 complaints / petitions were received in the Commission, and the same were disposed of by issuing suitable directions to Designated Officers and other officers of the Concerned Departments.

In one such case which was decided on 27.03.2025, a penalty was imposed upon the concerned officials of the Municipal Corporation Chandigarh who had unduly delayed delivery of services to the applicants beyond the stipulated time limits.

### Departments which received maximum number of applications during the Year 2024-2025

A total of 1667800 applications were received in the departments, whose services have been notified under the Act. Out of these, following 05 departments received maximum number of applications i.e. (60.43%) during the Year 2024 -2025.

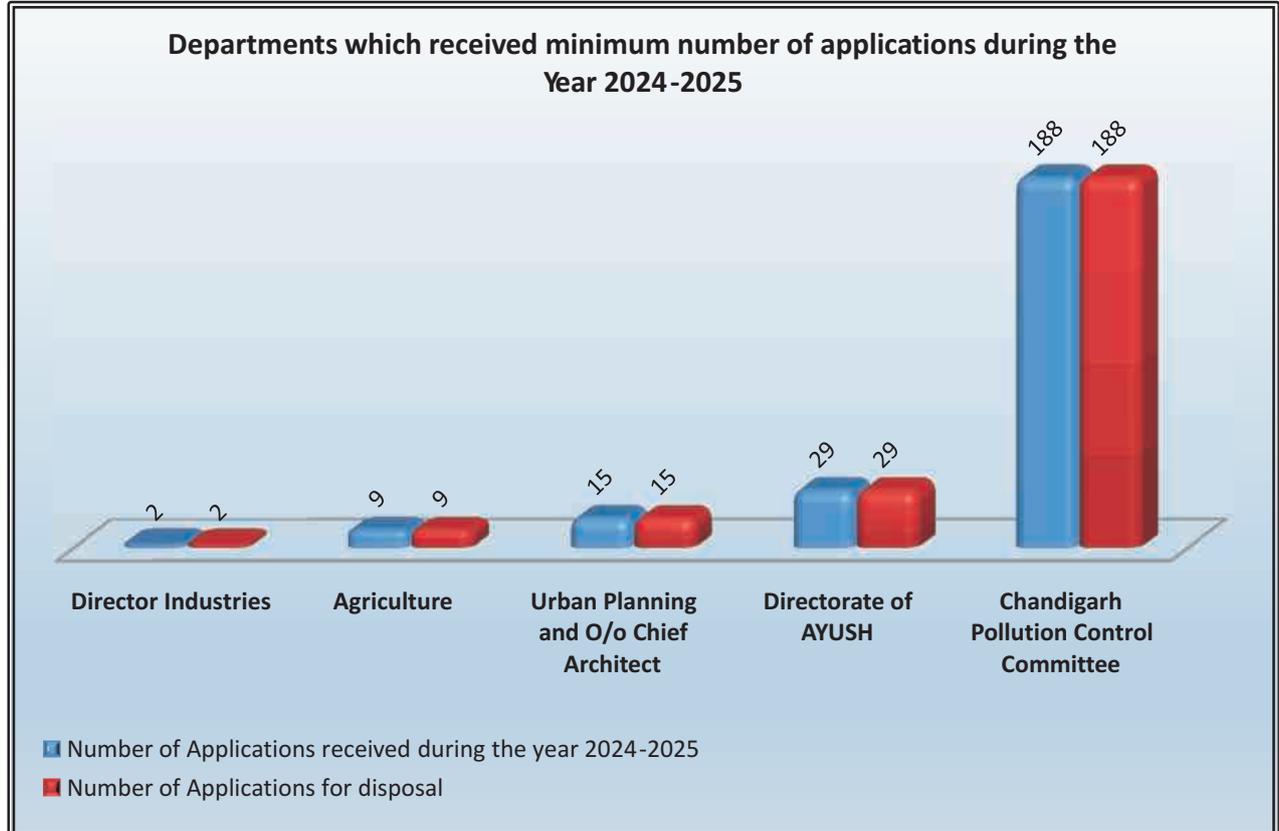
Sr. No	Name of the Department	Number of Applications pending as on 31.03.2024	Number of Applications received during the year 2024-2025	Number of Applications for disposal (3+4)	Percentage of Total applications received
(1)	(2)	(3)	(4)	(5)	(6)
1.	Police	10021	222968	232989	13.96%
2.	Registering & Licensing Authority	0	226742	226742	13.59%
3.	Chandigarh Transport Undertaking (CTU)	0	200593	200593	12.02%
4.	Municipal Corporation	1288	174948	176236	10.56%
5.	Health and Family Welfare	556	171283	171839	10.30%
<b>Total % age of receipt</b>					<b>60.43%</b>



### Departments which received minimum number of applications during the Year 2024-2025

A total of 1667800 applications were received in the departments, whose services have been notified under the Act. Out of these following 05 departments received minimum number of applications during the Year 2024-2025.

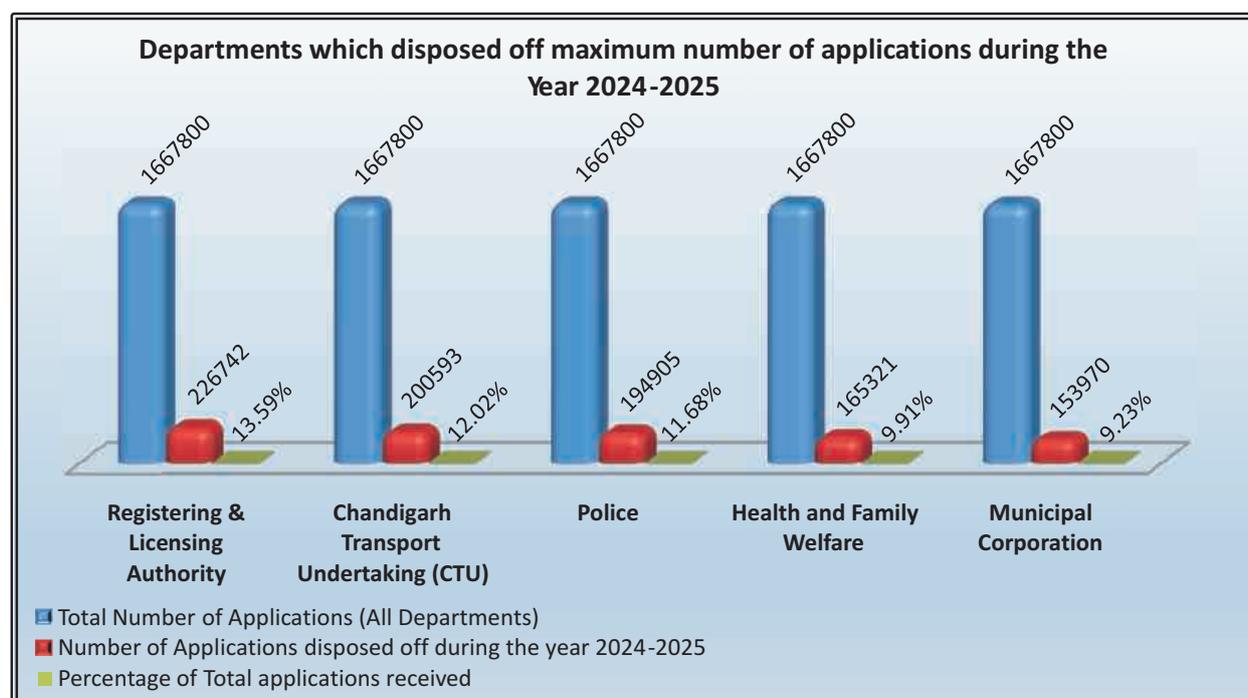
Sr. No	Name of the Department	Number of Applications pending as on 31.03.2024	Number of Applications received during the year 2024-2025	Number of Applications (3+4)
(1)	(2)	(3)	(4)	(5)
1.	Director Industries	0	2	2
2.	Agriculture	0	9	9
3.	Urban Planning & Chief Architect Office	0	15	15
4.	Directorate of Ayurveda, Yoga & Naturopathy, Unani, Siddha & Homeopathy	0	29	29
5.	Chandigarh Pollution Control Committee	0	188	188



### Departments which disposed off maximum number of applications during the Year 2024-2025

A total of 1667800 applications were received in the departments, whose services have been notified under the Act. Out of these, following 05 departments disposed off maximum number of applications i.e. (56.43%) during the Year 2024 -2025.

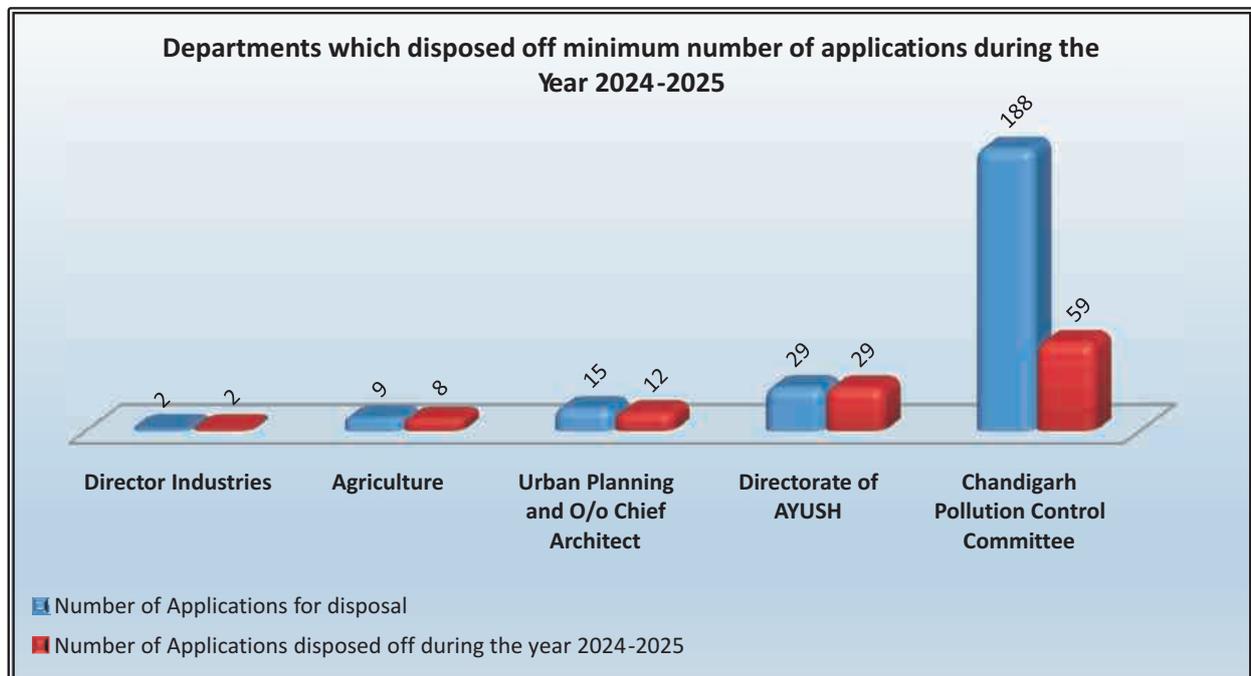
Sr. No	Name of the Department	Number of Applications pending as on 31.03.2024	Number of Applications received during the year 2024-2025	Number of Applications for disposal (3+4)	Number of Applications disposed off during the year 2024-2025	Percentage of Total applications received
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Registering & Licensing Authority	0	226742	226742	226742	13.59%
2.	Chandigarh Transport Undertaking (CTU)	0	200593	200593	200593	12.02%
3.	Police	10021	222968	232989	194905	11.68%
4.	Health and Family Welfare	556	171283	171839	165321	9.91%
5.	Municipal Corporation	1288	174948	176236	153970	9.23%
<b>Total % age of disposal</b>						<b>56.43%</b>



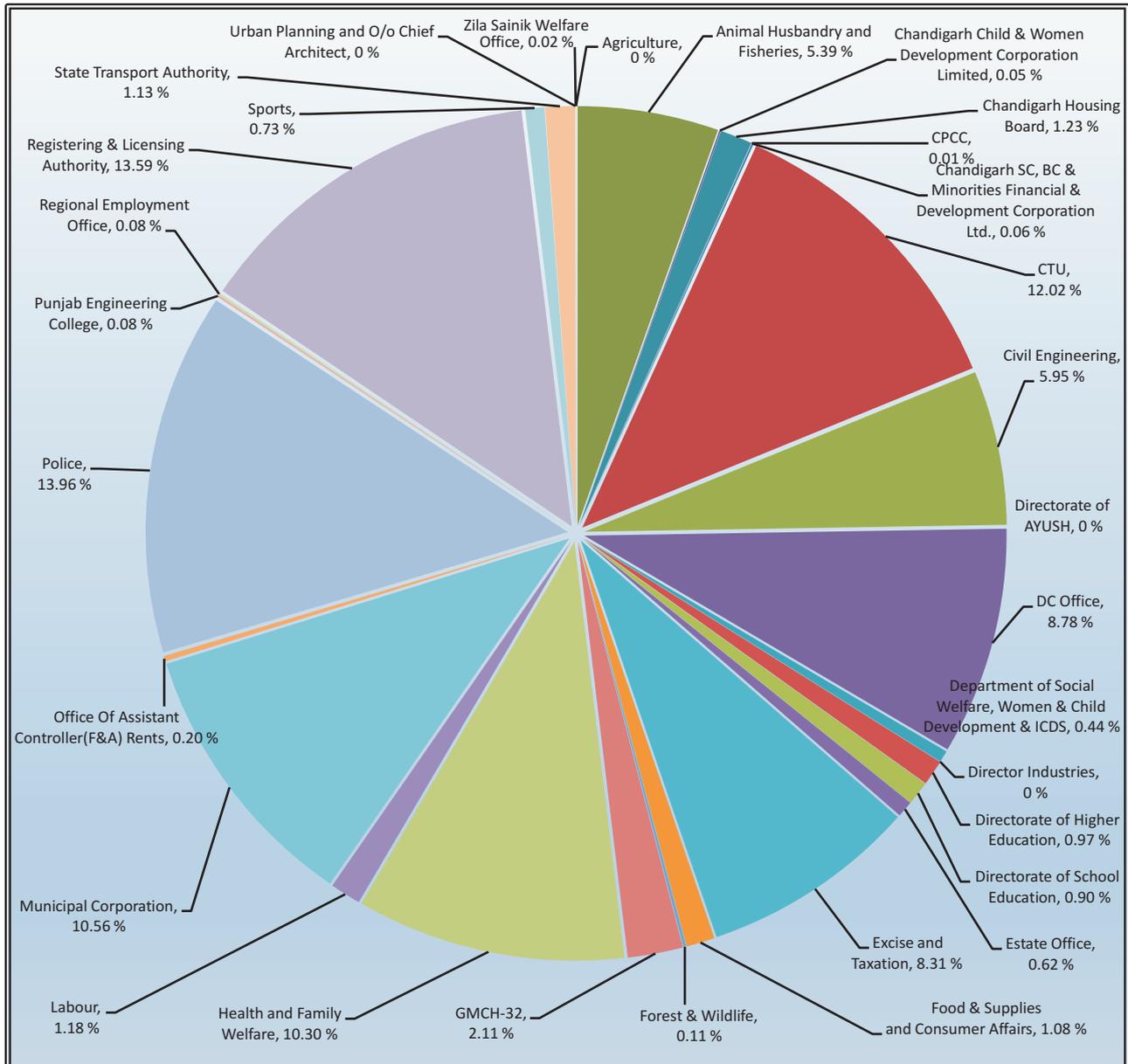
### Departments which disposed off minimum number of applications during the Year 2024-2025

A total of 1667800 applications were received in the departments, whose services have been notified under the Act. Out of these, following 05 departments disposed off minimum number of applications during the Year 2024-2025.

Sr. No	Name of the Department	Number of Applications pending as on 31.03.2024	Number of Applications received during the year 2024-2025	Number of Applications for disposal (3+4)	Number of Applications disposed off during the year 2024-2025
(1)	(2)	(3)	(4)	(5)	(6)
1.	Director Industries	0	2	2	2
2.	Agriculture	0	9	9	8
3.	Urban Planning & Chief Architect Office	0	15	15	12
4.	Directorate of Ayurveda, Yoga & Naturopathy, Unani, Siddha & Homeopathy	0	29	29	29
5.	Chandigarh Pollution Control Committee	0	188	188	59



## DEPARTMENT-WISE SHARE IN RECEIPT OF TOTAL APPLICATIONS DURING THE YEAR 2024-25

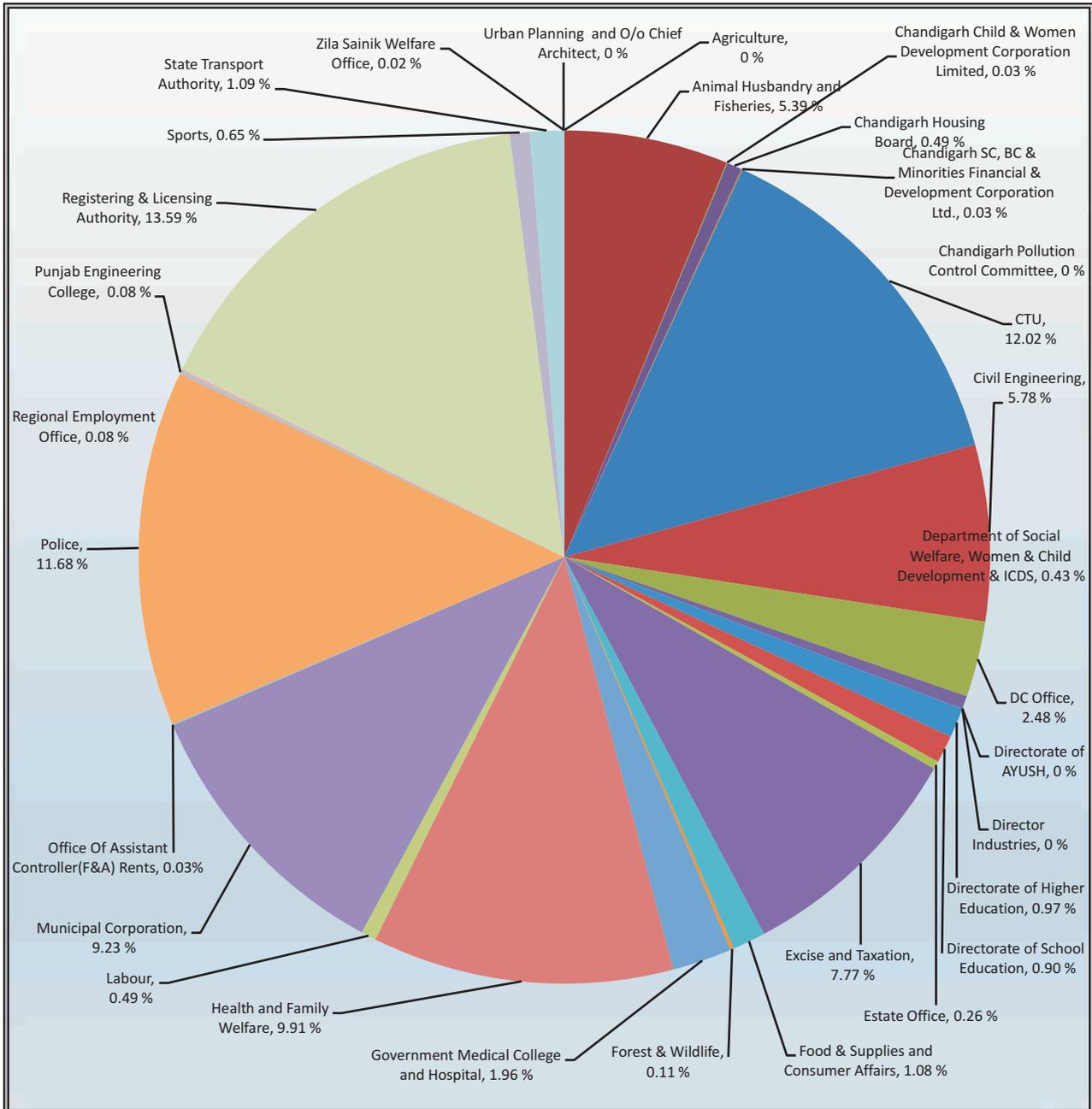


It can be observed from the above that maximum number of applications under the Right to Service Act were received in the Police Department (13.96%), followed by Registering & Licensing Authority (13.59%), CTU (12.02%), Municipal Corporation (10.56%) and Health & Family Welfare (10.30%). As these departments are in the receipt of 60.43%

share of applications, a special focus is being given by the Commission towards monitoring of these departments, so that time bound assured service delivery can be provided to the people of Chandigarh.

Further, minimum number of applications were received by the office of Director Industries (2), Agriculture (9), Urban Planning & Chief Architect Office (15), Director of Ayurveda, Yoga & Naturopathy, Unani, Siddha & Homeopathy (29) and Chandigarh Pollution Control Committee (188).

## DEPARTMENT-WISE SHARE IN DISPOSAL OF TOTAL APPLICATIONS DURING THE YEAR 2024-25



It can be observed from the above that maximum number of applications under the Right to Service Act were disposed off by the Registering & Licensing Authority (13.59%), Chandigarh Transport Undertaking (CTU) (12.02%), Police (11.68%), Health & Family Welfare (9.91%) and Municipal Corporation (9.23%). As these departments were also in receipt of majority of applications, a special focus is being given by the Commission towards monitoring of other departments, so that time bound service delivery can be assured to the people of Chandigarh.



Chief Commissioner holding the meeting with the Secretary Engineering, Secretary Personnel and Chief Engineer, UT, Chandigarh to resolve the issue of de-notifying the services of the Electricity Department of Chandigarh Administration



Chief Commissioner hearing the applicants and the Designated Officer in a complaint case made against the Estate Office, UT, Chandigarh for not transferring the share in the property to the name of the applicant within the stipulated time limit.



Chief Commissioner hearing the applicant and the Designated Officer in a complaint case made against Department of Social Welfare, UT, Chandigarh for not providing the service to the applicant within the stipulated time limit.



Chief Commissioner hearing the applicants and the Designated Officer in a complaint case made against the Estate Office, UT, Chandigarh for not providing the service to the applicant within the stipulated time limit.



Chief Commissioner hearing the applicants and the Officer of the Estate Office, UT, Chandigarh in a complaint case made against the Estate Office, UT, Chandigarh for not providing the service to the applicant within the stipulated time limit.



Chief Commissioner hearing the applicants and the Officers of the Estate Office, UT, Chandigarh in a complaint case made against the Estate Office, UT, Chandigarh for not providing the service to the applicant within the stipulated time limit

# 50 वर्किंग दिनों में भी एनओसी न देने पर नगर निगम के दो बाबुओं पर लगी पेनल्टी

राइट टू सर्विस कमिश्नर ने की कार्रवाई: एक पर 4000, दूसरे पर 2000 रुपए जुर्माना

सिटी रिपोर्टर | चंडीगढ़

राइट टू सर्विस एक्ट के तहत 31 दिनों में पूरा होने वाला काम 50 वर्किंग दिनों के बाद भी नहीं हुआ। इस पर राइट टू सर्विस कमिश्नर ने नगर निगम के दो बाबुओं पर 6000 रुपए की पेनल्टी लगाई है। इसमें से आधा पैसा शिकायतकर्ता को मिलेगा। खुड़ा अलीशेर में एक घर की ट्रांसफर के लिए एनओसी न मिलने पर शिवानी देवी ने नगर निगम में आवेदन किया था। समय पर सेवा न मिलने पर राइट टू सर्विस एक्ट के तहत शिकायत दी थी। फाइनल हियरिंग के बाद राइट टू सर्विस कमीशन के चीफ कमिश्नर महावीर सिंह ने आदेश जारी किए। पंजाब राइट टू सर्विस (अमेंडमेंट) एक्ट 2014 की सेक्शन 2 के

हियरिंग में एमसी अफसरों का जवाब: नगर निगम अफसरों ने हियरिंग में बताया कि खुड़ा अलीशेर पहले जिला परिषद के तहत था, लेकिन 2019 में नगर निगम में मर्ज हो गया। जिला परिषद का रिकॉर्ड एमसी को ट्रांसफर नहीं किया गया था, इसलिए जानकारी नहीं थी कि वहां कुछ घर अलॉट किए गए हैं। महिला की एनओसी के लिए आवेदन मिलने के बाद रिकॉर्ड जिला परिषद से मंगवाया गया। 26 नवंबर को रिकॉर्ड मिलने के बाद उसी दिन आवेदक को पत्र भेजकर बाकी दस्तावेज मांगे गए।

तहत दोषी पाए जाने पर नगर निगम की इस्टेट ब्रांच के सुपरिंटेंडेंट डीपी सिंह पर 4000 रुपए और सीनियर असिस्टेंट रविंदर सिंह पर 2000 रुपए पेनल्टी लगाई गई है। यह राशि उनकी सैलरी से कटेगी और सर्विस रिकॉर्ड में दर्ज होगी। 16 जून 2022 से 13 दिसंबर 2024 तक एमसी इस्टेट ब्रांच में सुपरिंटेंडेंट रहे सुनील दत्त को भी देरी के लिए जिम्मेदार ठहराया गया। उन्होंने फाइल आगे नहीं बढ़ाई।

कमीशन उन्हें नोटिस जारी करेगा और कार्रवाई तय होगी। शिवानी देवी ने 25 फरवरी को शिकायत दर्ज कराई थी। उन्होंने सभी जरूरी दस्तावेज जमा किए थे, पर एनओसी नहीं मिली। हाउस नंबर 4, खुड़ा अलीशेर की ट्रांसफर के लिए 12 सितंबर 2024 को चीफ एग्जीक्यूटिव अफसर, जिला परिषद चंडीगढ़ (अब ज्वाइंट कमिश्नर, इस्टेट, नगर निगम) को आवेदन दिया था।

## RTS commission fines two MC officials for service delay

**Chandigarh:** The Chandigarh Right to Service Commission (RTS) imposed a penalty of Rs 4,000 on a superintendent and Rs 2,000 on a senior assistant, serving in the estate branch of the Chandigarh municipal corporation, for not providing the requested service to the applicant within the stipulated time limit. Superintendent D P

Singh and senior assistant Ravinder Singh were also directed to pay 50% of the penalty to the applicant, Shivani Devi.

The commission observed, "The designated officer who joined the office on Dec 16, 2024, is guilty of not providing the service to the applicant within the prescribed limit of 31 working days. Hence,

D P Singh, superintendent, estate branch, MC, failed to put up/mark the file to the concerned officers/officials for 33 working days, on different occasions without any cogent reason. Even after conducting a second inspection by SDER-I and tehsildar, neither the service was provided to the applicant nor was her application rejected.

Hence, the designated officer clearly violated the time limits mentioned in the notification dated March 8, 2022."

It further noted, "It is also apparent from the record/notingsheets of the case that Ravinder Singh, senior assistant, also contributed towards the delay in providing the service to the applicant..." TNN

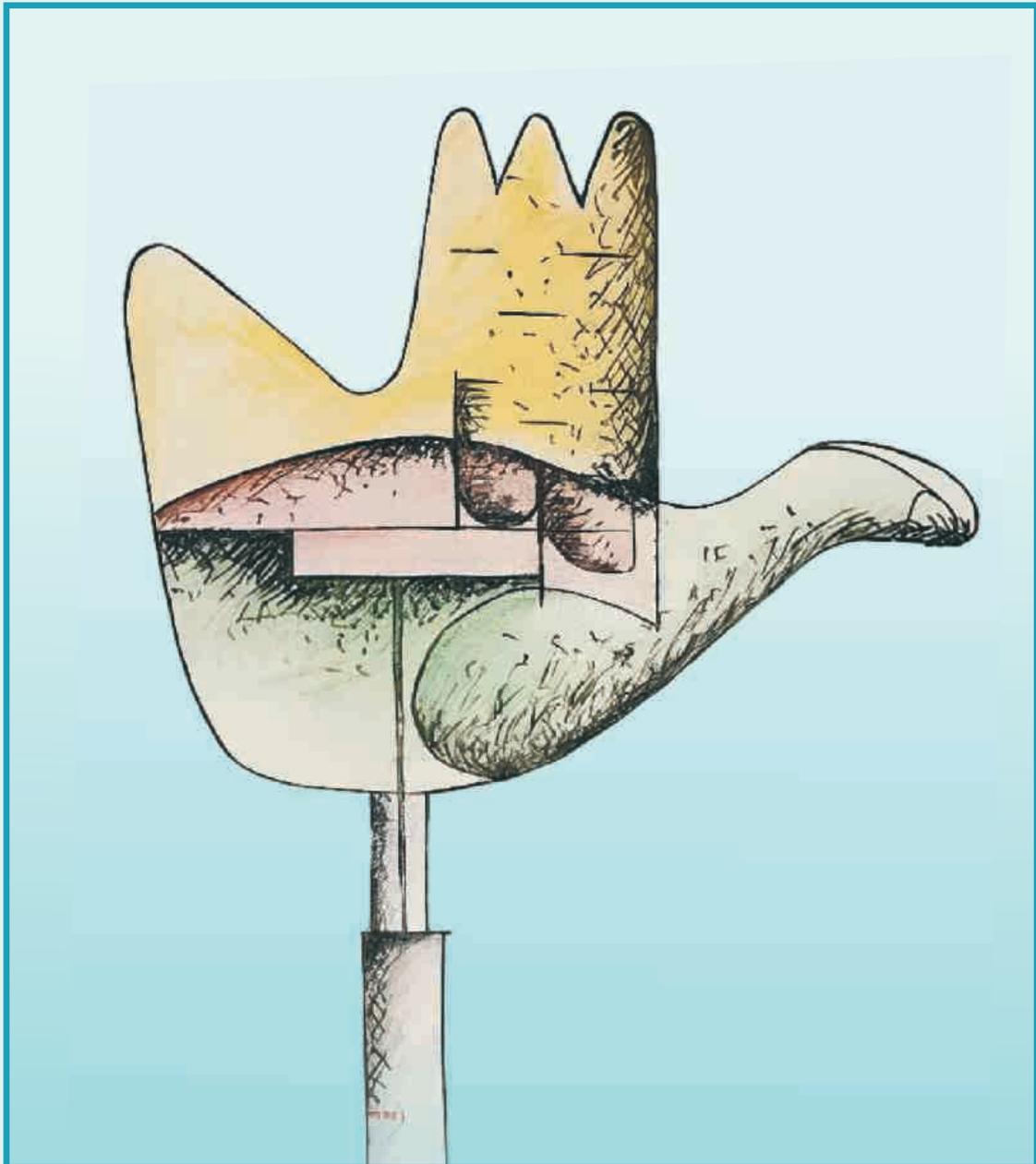
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*Chief Commissioner hearing the applicant and the Designated Officer in a complaint case made against B&R wing of Municipal Corporation, UT, Chandigarh for not providing the service to the applicant within the stipulated time limit.*



*Chief Commissioner hearing the applicants and the Officer of the Estate Office, UT, Chandigarh in a complaint case made against the Estate Office, UT, Chandigarh for not providing the service to the applicant within the stipulated time limit.*



## **CHANDIGARH RIGHT TO SERVICE COMMISSION**

**Nagar Yojana Bhavan, 'C' Wing, Madhya Marg**

**Sector – 18 A, Chandigarh- 160018**

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