
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 from 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.

Second appeal.

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.

(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 Appellate 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 on 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.

Powers of the
Chief
Commissioner.

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.

(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).

Powers and
functions of the
Punjab Right to
Service
Commission.

17. (1) 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,—

(a) entertain and dispose of revisions under section 10 ;

my (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.

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

Powers to make rules.

(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 :—

1. (1) This Act may be called the Punjab Right to Service (Amendment) Act, 2014. 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 the Punjab Right to Service Act, 2011, in section 17, in sub-section (1),— Amendment in section 17 of Punjab Act 24 of 2011.

(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
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 his 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.

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3. **Power of Designated Officer to authorize for receiving the applications:-** The Designated Officer shall have the power to authorize by order any of his/her subordinate officer/staff for receiving the applications and giving acknowledgement. (Similarly, the officials may be authorized for receiving the applications and give acknowledgements in e-Sampark centres/ 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 acknowledgement 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 acknowledgement 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 acknowledgement.

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-Sampark centres/ Help-desks, an additional period of two days shall be added to the stipulated time limit.

8. **Display of information on Website 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 the official website(s) 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.

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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 do 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 13

- (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

Section 14 (6)

Salary, allowances and conditions of service of the officers and other 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 from time

to time. The Commission may also employ retired employees of the State/ UT Government, Board, Corporation or other statutory body 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.

Section 17(1)(b)

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

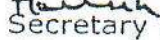
Chandigarh, dated
the

Administrator
Union Territory, Chandigarh

Endst. No. 28/67/1/-IH(11)-2019/ 15462

Dated: 11.10.2019


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


Special Secretary Personnel
For Administrator
Union Territory, Chandigarh

Endst. No. 28/67/1/-IH(11)-2019/ 15463

Dated: 11.10.2019


A copy is forwarded to the Controller, Printing & Stationery, Union Territory, Chandigarh with the request to publish this notification on the official e-gazette portal.


Special Secretary Personnel
For Administrator
Union Territory, Chandigarh

✓ Endst. No. 28/67/1/-IH(11)-2019/ 15464

Dated: 11.10.2019

A copy is forwarded to the Commissioner, Chandigarh Right to Service Commission w.r.t letter No. CRSC/MS/2019/09 dated 08.02.2019 and No. CRSC/MS/2019/11 dated 12.02.2019 for information and necessary action.


Special Secretary Personnel
For Administrator
Union Territory, Chandigarh

FORM 'A'

(See Rule 4)

RECORD TO BE MAINTAINED BY THE DESIGNATED OFFICER

S. No.	Name of the Applicant with contact no./ email / address	Name of Service Applied for	Date of Receipt of Application	Date of Disposal of Application	Remarks: Whether service provided or Application rejected (with reasons)

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 acknowledgement 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 acknowledgement 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)

**CHANDIGARH ADMINISTRATION
DEPARTMENT OF PERSONNEL**

NOTIFICATION

Dated 13/09/2019

No. 28/67/1-IH(11)-2019/14032

In exercise of the powers conferred under section 2(k) of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh by the Government of India, Ministry of Home Affairs vide Notification No. G.S.R. 1015(E) dated 14.08.2017, the Administrator, Union Territory, Chandigarh is pleased to notify the services, designated officers, first appellate authorities, second appellate authorities and the stipulated time limit for the purpose of Section 3 of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh, as detailed below:

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	DC Office (MA Branch)	Grant of event permissions like Road Show, Shobha Yatra, Nagar Kirtan Trade Fair Exhibition etc.	<u>Part I (four days)</u> To send the letters to all the concerned authorities like SSP (L&O), SSP (T&S), Chief Fire Officer, M.C Office, Chandigarh etc. for sending NOCs/Reports <u>Part-II (seven days)</u> Permission will be issued within 7 days after receipt of NOCs/Reports from all the concerned authorities. Subject to the condition that reports of all the concerned authority are ok.	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
2.	DC Office (MA Branch)	Countersignature on documents	<u>Part I (Four days)</u> To send the letters to all the concerned authorities i.e. Birth & Death Department, Registrar marriages etc. for sending genuineness reports <u>Part-II (Seven days)</u> Documents will be countersignature within seven days after receipt of genuineness reports from all the concerned authorities. Subject to the condition that reports of all the concerned authority are ok.	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
3.	DC Office (STA Branch)	Refund of Non Judicial Stamp Papers/ Court Fee orders	<u>Part-I (Five days)</u> Application of refund will be sent to Tehsildar (R) for verification <u>Part-II (Thirty days)</u>	Superintendent	Additional Deputy Commissioner	Deputy Commissioner-cum-Collector, U.T, Chandigarh (Revenue)

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
			After receiving verification report from Tehsildar (R), the online bill will be prepared after approval of competent authority			
4.	DC Office (STA Branch)	Refund of Treasury Challans	<u>Part-I (Five days)</u> Application of refund will be sent to Tehsildar (R) for verification <u>Part-II (Ten days)</u> After receiving verification report from Tehsildar (R), the case will be submitted to the Collector for getting approval to send the case to the Commissioner, Chandigarh Revenue for sanction <u>Part-III (Twenty days)</u> After receipt of the sanction order, the online bill will be sent to the Treasury, U.T, Chandigarh	Superintendent	Deputy Commissioner-cum-Collector, U.T, Chandigarh (Revenue)	Commissioner Chandigarh Division Chandigarh (Revenue)
5.	DC Office (STA Branch)	Certified copies of Record	15 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
6.	DC Office (RIA Branch)	Registration of Partnership Firm	<u>Part-I (seven days)</u> To send the letter with application to concerned SSP, Chd for requesting the sending NOCs/Reports <u>Part-II</u> After receiving the NOC from concerned authority the certificate will be issued in 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
7.	DC Office (RIA Branch)	Registration of Welfare Society	<u>Part-I (seven days)</u> To send the letter with application to concerned SSP, Chd for requesting the sending NOCs/Reports <u>Part-II</u> After receiving the NOC from concerned authority the certificate will be issued in 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
8.	DC Office (RIA Branch)	Private Security Agency License	<u>Part-I (seven days)</u> To send the application for verification to concerned SSP <u>Part-II (30 days)</u> After receiving the NOC from concerned	Additional Deputy Commissioner	Deputy Commissioner	Home Secretary

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
			authority the certificate will be issued in 20 days			
9.	DC Office (RIA Branch)	MPKBY Agency	Part-I (seven days) To send the application for verification to concerned SSP Part-II After receiving the NOC from concerned authority the certificate will be issued in 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
10.	DC Office (RIA Branch)	SAS Agency	Part-I (seven days) To send the application for verification to concerned SSP Part-II After receiving the NOC from concerned authority the certificate will be issued in 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
11.	DC Office (Revenue)	Certified Copies of all manual documents at village level if the number of pages is less than 05	3 days	Patwarl	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/Concerned SDM
12.	DC Office (Revenue)	Certified copies of all manual documents at village level if number of pages is 6-14)	5 days	Patwarl	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/Concerned SDM
13.	DC Office (Revenue)	Certified copies of all manual documents at village level if number of pages is 15-30)	7 Days	Patwarl	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/Concerned SDM
14.	DC Office (Revenue)	Certified Copies of all manual documents at village level if the number of pages more than 30	15 days	Patwarl	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/Concerned SDM
15.	DC Office (Revenue)	Private Partition of Land (mutual consent of landowners)	90 days for partition (finalization at the time of attestation of mutation)	Assistant Collector Grade-II/Tehsildar (Revenue)	Assistant Collector 1 st Grade/Concerned SDM	Collector

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
16.	DC Office (Revenue)	Dernarcation of Land (mutual consent of landowners)	60 days 45 days- where police help is required (subject to the availability of police force)	Circle Kanungo	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/ Concerned SDM
17.	DC Office (Revenue)	Residence certificate	45 days	Tehsildar (Revenue)	Additional Deputy Commissioner	Deputy Commissioner
18.	DC Office (Revenue)	Late Entry orders of Birth & Death.	60 days	Tehsildar (Revenue)	Additional Deputy Commissioner	Deputy Commissioner Subject to the receiving report/ verification from MOH/ Hospital
19.	DC Office (Certificate Branch of SDM Office)	Issuance of SC certificate (Bonafide)	30 Days After receiving verification report from area Patwari and Tehsildar (Revenue), the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
20.	DC Office (Certificate Branch of SDM Office)	Issuance of SC certificate (Migration)	30 Days After receiving genuineness verification report from state of origin, and from area Patwari and Tehsildar (Revenue); both reports, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
21.	DC Office (Certificate Branch of SDM Office)	Issuance of OBC certificate (Bonafide)	30 Days After receiving verification report from area Patwari and Tehsildar (Revenue), the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
22.	DC Office (Certificate Branch of SDM Office)	Issuance of OBC certificate (Migration)	30 Days After receiving genuineness verification report from state of origin, and from area Patwari and Tehsildar (Revenue); both reports, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
23.	DC Office (Certificate Branch of SDM Office)	Issuance of Minority certificate	30 Days After receiving verification report from area Patwari and Tehsildar (Revenue), the certificate will be issued.	SDA of SDM (Central)	SDM (Central)	Deputy Commissioner
24.	DC Office (Certificate Branch of SDM Office)	Issuance of Nationality certificate	45 Days After receiving verification report from Police authority, and from area Patwari and Tehsildar (Revenue);	SDA of SDM (Central)	SDM (Central)	Deputy Commissioner

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Office)		both reports, the certificate will be issued.			
25.	DC Office (Certificate Branch of SDM Office)	Registration of Birth certificate in adoption cases	20 Days After receiving report of assessment of age of child from the Medical Supdt./ concerned authority, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
26.	DC Office (Certificate Branch of SDM Office)	Change of parents name in birth certificate in adoption cases	20 Days After receiving verification report of adoption deed from concerned Sub-registrar, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
27.	DC Office (Certificate Branch of SDM Office)	Permanent Residence certificate	30 Days After receiving verification report from Patwari and Tehsildar (Revenue), the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
28.	DC Office (Certificate Branch of SDM Office)	Issuance of Late Birth entry Orders	20 Days After receiving verification report from Medical Officer of Health/ the Hospital where the birth relates with, and from Patwari and Tehsildar (Revenue); both reports, the orders will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
29.	DC Office (Certificate Branch of SDM Office)	Issuance of Late Death entry Orders	20 Days After receiving verification report from Medical Officer of Health/ the Hospital where the death relates with, and from Patwari and Tehsildar (Revenue); both reports, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
30.	DC Office (Arms Branch)	New Arms License	<u>Part-I (20 days)</u> To forward case to concerned deptt/s <u>Part-II (45 days)</u> For final approval after receiving reports/NOCs from concerned Deptt./s	Superintendent	Additional District Magistrate	District Magistrate Remarks- The days mentioned are just for recommending the case to Home Deptt/MHA (in case of PB License), subject to deposit all the requisite documents/ requisite fee
31.	DC	Area	<u>Part-I (20 days)</u>	Superintendent	Additional	District

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Office (Arms Branch)	Extension of Arm License	To forward case to concerned deptt/s <u>Part-II (45 days)</u> For final approval after receiving reports/NOCs from concerned Deptt./s		District Magistrate	Magistrate Remarks- The days mentioned are just for recommending the case to Home Deptt/MHA (in case of PB License), subject to deposit all the requisite documents/ requisite fee
32.	DC Office (Arms Branch)	Arms License Renewal	<u>Part-I (07 days)</u> To forward case to concerned deptt/s <u>Part-II (30 days)</u> For final approval after receiving reports/NOCs from concerned Deptt./s	Superintendent	Additional District Magistrate	District Magistrate Remarks- Subject to deposit all the requisite documents/ requisite fee
33.	DC Office (Arms Branch)	Outside Registration	<u>Part-I (20 days)</u> To forward case to concerned deptt/s <u>Part-II (45 days)</u> For final approval after receiving reports/NOCs from concerned Deptt./s	Superintendent	Additional District Magistrate	District Magistrate Remarks- Subject to deposit all the requisite documents/ requisite fee
34.	DC Office (Arms Branch)	Permission to purchase the weapon	30 working days	Superintendent	Additional District Magistrate	District Magistrate Remarks Subject to deposit all the requisite documents/ requisite fee
35.	DC Office (Arms Branch)	Entry of weapon/deletion of weapon	30 working days	Superintendent	Additional District Magistrate	District Magistrate Remarks- The days mentioned are just for recommending the case to Home Deptt/MHA (in case of PB License)
36.	DC Office (Arms Branch)	Dealer's NOC	25 working days (approx)	Superintendent	Additional District Magistrate	District Magistrate Remarks- Subject to deposit all the requisite documents/ requisite fee
37.	DC	Dealer's TL	25 working days	Superintendent	Additional	District

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Office (Arms Branch)		(approx)		District Magistrate	Magistrate Remarks- Subject to deposit all the requisite documents/ requisite fee
38.	DC Office (Arms Branch)	Sale permission	30 working days	Superintendent	Additional District Magistrate	District Magistrate Remarks- 30 days are just for recommending the case to Home Deptt/MHA (in case of Prohibited Bore), after completion the 45 days notice, subject to deposit all the requisite documents/ requisite fee
39.	DC Office (Arms Branch)	Updation of all the licence related activities in NDAL-ALIS software	07 days after approving case	Superintendent	Additional District Magistrate	District Magistrate Remarks- Or as per file received
40.	DC Office (Sub-Registrar)	Registration of documents/instruments and supply of certified copy of under the Indian Registration Act, 1908	Within fifteen working days	Sub Registrar	Registrar	Inspector General of Registration Remarks- The matter for appointment of Officers under the said Act, needs to be dealt by the Establishment Branch of this office.
41.	DC Office (Sub-Registrar)	Issuance of order for refusal/deferment of registration, in case the impediment to registration is a mere informality or a defect capable of remedy	Four months or before the document becomes time barred	Sub Registrar	Registrar	Inspector General of Registration Remarks- 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

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
						document becomes time bared. 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 bared as mentioned in para 137 ibid, comes out to be 120 days.
42.	DC Office (Sub Registrar)	Refusal/deferment of registration in case of deficiency of Stamp Duty	Within 15+15 days. 15 days for referring the document to the Collector for determination of deficient amount in Stamp Duty as per section 47 A of the I.S.A. Another 15 days for releasing the document after receipt of application with regard to the deposit of the requisite/deficient amount of Stamp Duty by the party	Sub Registrar	Registrar	Inspector General of Registration
43.	DC Office (Marriage Branch)	Registration of Marriage within 90 days under Chandigarh Compulsory Registration of Marriage Act, 2012	<u>Processing:</u> Same day, if the uploaded file is complete in all respect for locking. <u>Issue of Certificate:</u> 7 Days from the day of approval by the Registrar of Marriages after receiving of verification from Police Department and other external agencies, if required.	Registrar of Marriages	Additional Deputy Commissioner	Deputy Commissioner-cum-District Registrar Marriages Remarks- Subject to the satisfaction of the Registrar of Marriages & Verification received from Police Department and other external agencies, if required.
44.	DC Office (Marriage Branch)	Registration of Marriage after 90 days under Chandigarh Compulsory Registration of Marriage Act, 2012	<u>Processing:</u> Same day, if the uploaded file is complete in all respect for locking. <u>Issue of Certificate:</u> 45 Days from the receiving of verification	Registrar of Marriages	Additional Deputy Commissioner	Deputy Commissioner-cum-District Registrar Marriages Remarks- Subject to the satisfaction of

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
			from Police Department and other external agencies (if required) and the appearance of the applicant/applicants and witnesses in the office after approval by the District/Chief Registrar of Marriages and Registrar of Marriage.			the Registrar of Marriages and District/Chief Registrar of Marriages & Verification received from Police Department and other external agencies, if required.
45.	DC Office (Marriage Branch)	Verification of Marriage Certificates	30 days	Registrar of Marriages	Additional Deputy Commissioner UT, Chandigarh	Deputy Commissioner -cum-District Registrar of Marriages, UT, Chandigarh Remarks- Subject to the condition that number and date of registration of marriage is provided by the concerned department/ agency/ applicant.
46.	DC Office (Marriage Branch)	Issuance of Certified copies of Marriage Registration Certificate	30 days	Registrar of Marriages	Additional Deputy Commissioner UT, Chandigarh	Deputy Commissioner -cum-District Registrar of Marriages, UT, Chandigarh Remarks- Subject to the condition that marriage registration number and date is provided by the applicant
47.	DC Office (Marriage Branch)	Correction in Marriage Certificate	30 days	Registrar of Marriages	Additional Deputy Commissioner UT, Chandigarh	Deputy Commissioner-cum-District Registrar of Marriages, UT, Chandigarh
48.	Estate Office	No Objection Certificate (NOC) for sale/gift/transfer of lease rights	45 days	Assistant Estate Officer	Estate Officer	Secretary Estate
49.	Estate Office	Change of ownership/lease-hold rights on the basis of sale deed/Gift Deed/transfer	25 days	Assistant Estate Officer	Estate Officer,	Secretary Estate

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
		of lease rights				
50.	Estate Office	Transfer on the basis of Intestate death /registered/un-registered Will; issuance of Public notice	35 days -Public Notice	Assistant Estate Officer	Estate Officer	Secretary Estate
51.	Estate Office	Change of Ownership on the basis of intestate death registered/un-registered Will on application after Public Notice	15 days	Assistant Estate Officer	Estate Officer	Secretary Estate
52.	Estate Office	Permission to Mortgage	35 days	Assistant Estate Officer	Estate Officer	Secretary Estate
53.	Estate Office	Grant of extension in time limit for construction	35 days	Assistant Estate Officer	Estate Officer	Secretary Estate
54.	Estate Office	Calculation and intimation of pending dues	35 days	Branch Incharge	Asstt. Estate Officer	Estate Officer
55.	Estate Office	Issuance of No dues Certificate (NDC) after depositing the dues, if any.	15 days	Branch Incharge	Asstt. Estate Officer	Estate Officer
56.	Estate Office	Execution of lease deed/conveyance deed after issuance of allotment letter	35 days	Assistant Estate Officer	Estate Officer	Secretary Estate
57.	Estate Office	Issuance of receipt after depositing of demand draft	15 days	Branch Incharge	Asstt. Estate Officer	Estate Officer
58.	Estate Office	Issuance of allotment letter after clearance of dues	20 days	Assistant Estate Officer	Estate Officer	Secretary Estate
59.	Estate Office	Offer of possession after execution of conveyance deed/lease deed	07 days	Assistant Estate Officer	Estate Officer	Secretary Estate
60.	Estate Office	Conversion from lease hold to Free hold	35 days	Assistant Estate Officer	Estate Officer	Secretary Estate

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
61.	Estate Office	Issuance of duplicate copies, (such as allotment letter, possession slip/physical possession form)	20 days	Branch Incharge	Asstt. Estate Officer	Estate Officer
62.	Estate Office	Transfer on any ground where court case is involved	30 days for public notice 20 days for transfer	Estate Officer	Secretary Estate	The Advisor to the Administrator
63.	Estate Office	Check and Receipts and payments for fresh and revised building plan (under self-certification)	30 days	SDO(B)	Asstt. Estate Officer	Estate Officer
64.	Estate Office	Sanction of fresh and revised building plan for Institutional building, Commercial building petrol pump and residential building above 2 Kanal as approved by PAC (U)	45 days	Estate Officer	Secretary Estate	The Advisor to the Administrator
65.	Estate Office	Grant of plinth level (DPC level)	20 days	SDO(Building)	Assistant Estate Officer	Estate Officer
66.	Estate Office	Grant of occupation Certificate upto 2 Kanal (Residential, Institutional and commercial Buildings)	45 days	Estate Officer	Secretary Estate	The Advisor to the Administrator
67.	Estate Office	Grant of occupation Certificate above 2 Kanal (Residential, Industrial & Institutional Buildings) Petrol pumps approved by PAC(U) Committee	60 days	Estate Officer	Secretary Estate	The Advisor to the Administrator
68.	Registering & Licensing	Issuance of Learner	01 day	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	ng Auhtori ty	License				
69.	Registe ring & Licensi ng Auhtori ty	Issuance of a new Driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
70.	Registe ring & Licensi ng Auhtori ty	Addition of another class of vehicle to driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
71.	Registe ring & Licensi ng Auhtori ty	Renewal of Driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
72.	Registe ring & Licensi ng Auhtori ty	Issuance of Duplicate Driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
73.	Registe ring & Licensi ng Auhtori ty	Issuance of Conductor License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
74.	Registe ring & Licensi ng Auhtori ty	Renewal of Driving License of other state	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
75.	Registe ring & Licensi ng Auhtori ty	Issuance of International Driving Permit (IDP)	03 days	Officer Incharge (RLA)	Officer Incharge (RLA)	Secretary Transport
76.	Registe ring & Licensi ng Auhtori ty	Registration of a new vehicle	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
77.	Registe ring & Licensi ng Auhtori ty	Issuance of Duplicate RC	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
78.	Registe ring & Licensi ng Auhtori ty	Transfer of ownership vehicle within state	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
79.	Registe ring & Licensi ng Auhtori ty	Transfer of ownership in case of death	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	ng Auhtori ty	of owner				
80.	Registe ring & Licensi ng Auhtori ty	Change of address in Registration certificate (RC) of Vehicle with in State	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
81.	Registe ring & Licensi ng Auhtori ty	Endorsement of Hypothecatio n from RC	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
82.	Registe ring & Licensi ng Auhtori ty	Termination of Hypothecatio n from RC	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
83.	Registe ring & Licensi ng Auhtori ty	Alteration in RC such as Engine/Chassi s No./CNG No.	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
84.	Registe ring & Licensi ng Auhtori ty	Re- assignment of Registration Mark in case of Transfer from other State	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
85.	Registe ring & Licensi ng Auhtori ty	Renewal of Certificate of Registration of a Motor Vehicle (Non-Transport)	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
86.	Registe ring & Licensi ng Auhtori ty	Issuance of NOC to other State	03 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
87.	Munici pal Corpor ation (Engine ering-Buildin g and Road)	Rectification of potholes/ patch work	5	S.D.E. (B&R) of the area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.
88.	Munici pal Corpor ation (Engine ering-Buildin	Cleaning of back service lanes	12	S.D.E. (B&R) of the area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	g and Road)					
89.	Municipal Corporation (Engineering-Building and Road)	Removal of unidentified debris (malba) from MC land	7	S.D.E. (B&R) of the area concerned	S.E. (B&R)	Chief Engineer, MC, Chd.
90.	Municipal Corporation (Engineering-Building and Road)	Others misc. complaints such as setting right of kerbs/channel s, paver blocks, cleaning of road-berms /kerbs/channels etc.	10	J.E. (B&R) of the area concerned	S.E. (B&R)	Chief Engineer, MC, Chd.
91.	Municipal Corporation (Engineering-Building and Road)	Road cut permission upto Rs.10000/-	7	E.E. (B&R/PH) of the Area concerned	S.E. (B&R)	Chief Engineer, MC, Chd.
92.	Municipal Corporation (Engineering-Building and Road)	Road cut permission more than Rs.10000/-	20	E.E. (B&R/PH) of the Area concerned	SE (B&R)	Chief Engineer, MC, Chd.
93.	Municipal Corporation (Engineering-Horticulture)	Pruning of trees (Under 30 cm girth)	6	S.D.E. (Hort.) of the area concerned	E.E. (Hort)	S.E. (B&R)
94.	Municipal Corporation (Engineering-Horticulture)	Pruning of trees (More than 30 cm girth),	45	S.D.E. (Hort.) of the area concerned	E.E. (Hort)	S.E. (B&R)
95.	Municipal Corporation (Engineering-Horticulture)	Removal of dead/dangerous/over grown fallen trees	1	S.D.E. (Hort.) of the area concerned	E.E. (Hort)	S.E. (B&R)
96.	Municipal	Fault on street	3	S.D.E. (Electrical)	E.E. (Elec)	S.E. (B&R)

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	pal Corporation (Engineering-Electrical)	light/park lights/Individual pole street light		of the Concerned area		
97.	Municipal Corporation (Engineering-Electrical)	Replacement of damaged pole	20	S.D.E. (Electrical) of the Concerned area	E.E.(Elec)	S.E.(B&R)
98.	Municipal Corporation (Engineering-Electrical)	Replacement of damaged bollards and globe lights	10	S.D.E. (Elec.) of the area Concerned	E.E.(Elec)	S.E.(B&R)
99.	Municipal Corporation (Engineering-Public Health)	Issuance of Temporary Water Connection	5	E.E (PH) of the Concerned Area	S.E (PH)	Chief Engineer, MC, Chd.
100.	Municipal Corporation (Engineering-Public Health)	Issuance of Regular Water Connection (Upto 15 mm ferrule size)	5	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
101.	Municipal Corporation (Engineering-Public Health)	Issuance of Regular Water Connection (20mm to 40mm ferrule size)	5	E.E(PH-2)	S.E(PH)	Chief Engineer, MC, Chd
102.	Municipal Corporation (Engineering-Public Health)	Issuance of Regular Water Connection (Above 40mm ferrule size)	5	S.E (PH)	Chief Engineer	Commissioner, MC, Chd
103.	Municipal Corporation (Engineering-Public Health)	Issuance of Tertiary Treated Water Connection	1	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
104.	Municipal Corporation	Conversion from Commercial	15	E.E(PH-2)	S.E (PH)	Chief Engineer, MC, Chd

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	ation (Engineering-Public Health)	Water Tariff to Domestic Water Tariff				
105.	Municipal Corporation (Engineering-Public Health)	Temp/Permanent Disconnection of Water Meter	3	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
106.	Municipal Corporation (Engineering-Public Health)	Change of Name for Water Connection	3	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
107.	Municipal Corporation (Engineering-Public Health)	Testing of Meter (Fast or Slow)	15	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
108.	Municipal Corporation (Engineering-Public Health)	Checking of Blocked/Leakage of water Meter	2	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
109.	Municipal Corporation (Engineering-Public Health)	Refund of Water Meter Security	30	E.E(PH-2)	S.E (PH)	Chief Engineer, MC, Chd
110.	Municipal Corporation (Engineering-Public Health)	Issuance of Plinth Level Certificate	10	E.E(PH-2)	S.E (PH)	Chief Engineer, MC, Chd
111.	Municipal Corporation (Engineering-Public Health)	Checking/Challenge of Meter Reading Bill	3	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
112.	Municipal Corporation (Engineering-Public Health)	Issuance of new connection for shallow water Tubewell	30	Chief Engineer	C.M.C	Secretary Local Govt. Chd. Admn.

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Engineering-Public Health)	connection for non potable purpose				
113.	Municipal Corporation (Engineering-Public Health)	Resolution of Complaint of low pressure due to leakage in the service pipe/blockage from ferrule	7	J.E. (PH) of the area concerned	E.E.(P.H.) of the Concerned area	SE (PH)
114.	Municipal Corporation (Engineering-Public Health)	Complaints about muddy /contaminated water.	2	E.E.(PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd
115.	Municipal Corporation (Engineering-Public Health)	Issuance of new sewerage connection without road cut permission	7	E.E.(PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd.
116.	Municipal Corporation (Engineering-Public Health)	Issuance of new sewerage connection with road cut permission	7	E.E.(PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd.
117.	Municipal Corporation (Engineering-Public Health)	Supply of water tanker	1	S.D.E. (PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd
118.	Municipal Corporation (Engineering-Public Health)	Resolving Blockage/overflowing sewerline	3	J.E. (PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd
119.	Municipal Corporation (Engineering-Public Health)	Repair of damaged sewer line	8	S.D.E. (PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd
120.	Municipal Corporation (Engineering-Public Health)	Removal of blockage in storm water drainage system	2	J.E.(PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Health)					
121.	Municipal Corporation (Engineering-Public Health)	Repair of storm water drains/replace ment of broken/missing road gullies and manhole covers	5	J.E./S.D.E.(PH) of the Concerned Area	S.E.(P.H.)	Chief Engineer, MC, Chd
122.	Municipal Corporation (MOH)	Issue of Birth Certificate	7	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
123.	Municipal Corporation (MOH)	Issue of Death Certificate	7	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
124.	Municipal Corporation (MOH)	Addition of name of child	10	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
125.	Municipal Corporation (MOH)	Correction in Birth certificate	14	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
126.	Municipal Corporation (MOH)	Correction in Death Certificate	14	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
127.	Municipal Corporation (MOH)	Non Availability certificate	30	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
128.	Municipal Corporation (MOH)	Cremation Certificate	10	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
129.	Municipal Corporation (MOH)	Permission for keeping Pets	3	SI(HQ)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
130.	Municipal Corporation (MOH)	Permission for slaughter houses	16	Suptd. (Slaughter House)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
131.	Municipal Corpor	Clearing of Garbage from Bins	2	Sub-Inspector area concerned	Medical Officer of Health	Assistant Commissioner/ Joint

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	ation (MOH)					Commissioner/Additional Commissioner
132.	Municipal Corporation (MOH)	Sweeping of road	2	Sub-Inspector area concerned	Medical Officer of Health	Assistant Commissioner/Joint Commissioner/Additional Commissioner
133.	Municipal Corporation (Manimajra Branch)	Change of ownership/lease hold rights on the basis of Sale Deed/Gift Deed/Transfer Deed/Exchange deed (Manimajra).	30	Suptd(MM)	Assistant Commissioner/Joint Commissioner/Additional Commissioner	Commissioner
134.	Municipal Corporation (Manimajra Branch)	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(total 60 days)"	Suptd(MM)	Assistant Commissioner/Joint Commissioner/Additional Commissioner	Commissioner
135.	Municipal Corporation (Manimajra Branch)	Change of ownership/lease hold rights on the basis Regd./Un-Regd. Will (Manimajra)	"30 days after completion of all documents + 30 days extra for publication of public notice(total 60 days)"	Suptd(MM)	Assistant Commissioner/Joint Commissioner/Additional Commissioner	Commissioner
136.	Municipal Corporation (Manimajra Branch)	Change of ownership/lease hold rights on the basis Court Decree/Family Settlement/Partition Deed (Manimajra)	30	Suptd(MM)	Assistant Commissioner/Joint Commissioner/Additional Commissioner	Commissioner
137.	Municipal Corporation (Manimajra Branch)	Conversion of property from residential to commercial (Manimajra)	30	Suptd(MM)	Assistant Commissioner/Joint Commissioner/Additional Commissioner	Commissioner
138.	Municipal Corporation (Manimajra Branch)	Allotment of New H.No./Shop No. (Manimajra)	30	Suptd(MM)	Assistant Commissioner/Joint Commissioner/Additional Commissioner	Commissioner
139.	Municipal Corporation (Manimajra Branch)	No Objection Certificate Water/Electricity & Sewerage connections/No Dues Certificate (Manimajra)	30	Suptd(MM)	Assistant Commissioner/Joint Commissioner/Additional Commissioner	Commissioner
140.	Municipal	Issuance of ownership	30	Suptd(MM)	Assistant Commissioner	Commissioner

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Corporation (Manimajra Branch)	certificate (Manimajra)			/Joint Commissioner /Additional Commissioner	
141.	Municipal Corporation (Booking Branch)	Permission to stack building material	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
142.	Municipal Corporation (Booking Branch)	Booking of water tanker	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
143.	Municipal Corporation (Booking Branch)	Booking of Community Centres /parks(upto sector47)	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
144.	Municipal Corporation (Booking Branch)	Booking of parks (sec47 onwards & villages)	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
145.	Municipal Corporation (Booking Branch)	Booking of open spaces under the jurisdiction of MC, Chd.	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
146.	Municipal Corporation (Booking Branch)	Refund cases of Community Centres /Parks/Open Space	25	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
147.	Municipal Corporation (Booking Branch)	Booking of ground for commercial purpose in Sector 17 circus ground, Sector 34 and Manimajra.	3	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
148.	Municipal Corporation (Booking Branch)	Permission for Advertisement	15	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
149.	Municipal Corporation	No Objection Certificate for transfer of lease rights by	31	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner	Commissioner

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	(Estates Branch)	Way of sale/gift/family transfer deed/exchange deed			/Additional Commissioner	
150.	Municipal Corporation (Estates Branch)	Change of ownership/transfer of leasehold rights by way of Sale/gift/transfer deed exchange deed	28	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
151.	Municipal Corporation (Estates Branch)	Transfer on the basis of Intestate death(with will/without will)/registered/unregistered Will	31	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
152.	Municipal Corporation (Estates Branch)	Permission to mortgage	21	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
153.	Municipal Corporation (Estates Branch)	Issuance of Dues Certificate	28	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
154.	Municipal Corporation (Estates Branch)	Execution of lease deed/Deed of conveyance	21	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
155.	Municipal Corporation (Estates Branch)	Transfer of property in case of partnership Deed/Dissolution Deed/Change of Directors in case of Private Limited Company.	31	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
156.	Municipal Corporation (Estates Branch)	Transfer of property on the basis of court decree and Family settlement	31	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
157.	Municipal Corporation (Estates Branch)	Conversion from lease hold to freehold	60	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
158.	Municipal Corporation	Supply of Duplicate Allotment	5	Suptd(Colony)	Assistant Commissioner /Joint	Commissioner

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	ation (Colony Branch)	letter/possession letter for EWS			Commissioner /Additional Commissioner	
159.	Municipal Corporation (Colony Branch)	Transfer of ownership rights, If any In Death Cases in Respect of T-Sites in Vikas Nagar, Mauli Jagran & Sector 52-53	31	Suptd(Colony)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
160.	Municipal Corporation (Colony Branch)	Issuance of permission to mortgage T-Sites against Loan	21	Suptd(Colony)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
161.	Municipal Corporation (Licensing Branch)	Issuance of New Registration Certificate/Renewal of Registration Certificate of Pedal Rickshaw/Loading Rehri	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
162.	Municipal Corporation (Licensing Branch)	Issuance/Renewal of Driving License for Pedal Rickshaw/Loading Rehri	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
163.	Municipal Corporation (Licensing Branch)	Issuance of New Licence /Renewal of Licence for Dhobi Ghat	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
164.	Municipal Corporation (Licensing Branch)	Renewal of Rent Deed of Old Book Market	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
165.	Municipal Corporation (Licensing Branch)	Issuance/Renewal of Hawkers/Hand Cart Licence	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
166.	Municipal Corporation (Licensing Branch)	Disposal of Traffic Challan of Pedal Rickshaw/Rehri etc.	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
167.	Municipal	Transfer of Licenses in	20	Suptd(Licensing)	Assistant Commissioner	Commissioner

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Sr. No.	Name of the Department	Name of the Services	Time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Corporation (Licensing Branch)	Death Cases			/Joint Commissioner /Additional Commissioner	
168.	Municipal Corporation (Tax Branch)	NDC= Clearance Certificate	30	Assistant Collector Tax	Chief Accounts Officer	Commissioner
169.	Municipal Corporation (Fire Branch)	Fire rescue/emergency call	At once/Immediate Action	Station Fire Officer	Chief Fire Officer	Commissioner
170.	Municipal Corporation (Fire Branch)	Issuance of Fire incident/occurrence report	10	Station Fire Officer	Chief Fire Officer	Commissioner
171.	Municipal Corporation (Fire Branch)	Issuance of Fire Safety Certificate	30	Station Fire Officer	Chief Fire Officer	Commissioner
172.	Municipal Corporation (Fire Branch)	Approval of building plan/drawings	30	Station Fire Officer (HQ)	Chief Fire Officer	Commissioner
173.	Municipal Corporation (Building Branch)	Sanctioning of Building Plan	40	JE(Buld.)	SDE(Buld.)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
174.	Municipal Corporation (Building Branch)	Issuance of D.P.C. Certificate	15	JE(Buld.)	SDE(Buld.)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
175.	Municipal Corporation (Building Branch)	Completion/ Occupation Certificate	15	JE(Buld.)	SDE(Buld.)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
176.	Municipal Corporation (Building Branch)	NOC for release of Electricity/Water/Sewerage connection	25	JE(Buld.)	SDE(Buld.)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
177.	Municipal Corporation	Removal of Dead Animal	2	S.I(HQ)	MOH	Assistant Commissioner/ Joint

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	ation (Buildin g Branch)					Commissioner/ Additional Commissioner
178.	Chandi garh Housin g Board	Issuance of No Objection Certificate for transfer of lease rights: - (a) With Considera tion. (b) Between husband and wife. (c) Within blood relation.	20 days (Excluding the period of public notice)	Branch Head (AO)	Secretary	Chief Executive Officer
179.	Chandi garh Housin g Board	Mutation of property on the basis of:- (a) Sale Deed/Tran sfer 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 (Excluding the period of public notice)	Branch Head (AO)	Secretary	Chief Executive Officer
180.	Chandi garh Housin g Board	Transfer on the basis of:- (a) Instate Demise. (b) Registered WILL. (c) Probated WILL.	25 days (Excluding the period of public notice)	Branch Head (AO)	Secretary	Chief Executive Officer
181.	Chandi garh Housin g Board	Conversion from lease hold to free hold In respect of dwelling units.	30 days	Branch Head (AO)	Secretary	Chief Executive Officer
182.	Chandi garh Housin g Board	Issuance of duplicate copy of allotment letter, possession slip and physical possession form.	30 days (Excluding the period of public notice)	Branch Head (AO)	Secretary	Chief Executive Officer
183.	Chandi garh Housin g Board	Issuance of Allotment letter alongwith	15 days	Branch Head (AO)	Secretary	Chief Executive Officer

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Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
		physical possession.				
184.	Chandi garh Housin g Board	Issuance of No Dues Certificates.	15 days	Branch Head (AO)	Secretary	Chief Executive Officer
185.	Chandi garh Housin g Board	Issuance of Lump sum payment certificate.	15 days	Branch Head (AO)	Secretary	Chief Executive Officer
186.	Chandi garh Housin g Board	Issuance of Interest component certificate.	15 days	Branch Head (AO)	Secretary	Chief Executive Officer
187.	Chandi garh Housin g Board	Issuance of permission for mortgage of residential and commercial properties of CHB.	25 days	Branch Head (AO)	Secretary	Chief Executive Officer
188.	Chandi garh Housin g Board	Refund of Earnest money or other deposit made.	30 days or as per terms & conditions of the scheme	Branch Head (AO)	Secretary	Chief Executive Officer

Note:

- (i) The time fixed in delivery of services will start from the expiry of notice period whenever prescribed under the Act/ Rules.
- (ii) For all purposes with regard to the 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, the Head of the Department shall be the Nodal Officer whose services are notified under the Act ibid.

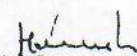
Chandigarh, dated
the 11th September 2019

Administrator
Union Territory
Chandigarh

Endst. No. 28/67/1/-IH(11)-2019/14033

Dated: 13/09/2019


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


Special Secretary Personnel
For Administrator
Union Territory, Chandigarh

Endst. No. 28/67/1/-IH(11)-2019/14034

Dated: 13/09/2019

A copy is forwarded to the Controller, Printing & Stationery, Union Territory, Chandigarh with the request to publish this notification in the official gazette (ordinary) and send 300 copies of this notification to this department immediately.

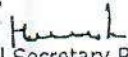

Special Secretary Personnel
For Administrator
Union Territory, Chandigarh

✓
Endst. No. 28/67/1/-IH(11)-2019/14035

Dated: 13/09/2019

A copy is forwarded to the Commissioner, Chandigarh Right to Service Commission w.r.t letter No. CRSC/MS/2019/04 dated 14.01.2019 for information and necessary action.

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Special Secretary Personnel
For Administrator
Union Territory, Chandigarh

**Chandigarh Right to Service Commission
(UT Administration, Chandigarh)**

Nagar Yojana Bhavan, C- Wing, Sector 18-A, Madhya Marg, Chandigarh -160018
Phone No. 0172-2700018, 0172-2774448 email - chd.rtsc@chd.nic.in

RIGHT TO SERVICE ACT

Introduction :

1. **Basic objectives of the Right to Service Act :**
 - (i) **To deliver public services in a transparent, efficient and time-bound manner**
 - (ii) **In case of non-compliance, govt. officials to be held accountable**
2. 21 States/ UTs have already been implementing the Right to Service Act since 2010
3. Punjab Govt. brought about the Punjab Right to Service Act in 2011
4. In order to provide for a similar legislation for the people of UT Chandigarh, **the Govt. of India Ministry of Home Affairs extended the Punjab Right to Service Act, 2011 to UT Chandigarh by making certain modifications in the Punjab right to Service Act vide its Notification No. G.S.R.1015 (E) dated 14th August 2017** (copy of the Notification is enclosed herewith as Annexure 'A')
5. The said Notification may be considered as the Chandigarh Right to Service Act, 2017
6. To implement the said Act, the Administrator, UT Chandigarh constituted a one-man Commission known as **Chandigarh Right to Service Commission vide Notification No. 28/67-IH(11)-2018-1631 dated 23rd January, 2018**
7. Sh. K.K. Jindal, a retired IAS Officer of the UT Cadre has been appointed as the first Commissioner of the Chandigarh Right to Service Commission since April, 2018
8. As required under Section 3 of the Act, **the list of Public Services (to which the Right to Service Act shall apply) has been notified by the Chandigarh Administration vide Notification No. No. 28/67/1-IH (11)-2019/ 14032 dated 13.03.2019** (copy enclosed as Annexure 'B'). However, the officers may refer to only those services which pertain to their Department.

This list also mentions the time-frame, and designations of the Designated Officers as well as that of the First & Second Appellate Authorities

9. **Chandigarh Right to Service Rules have also been notified vide Notification No. 28/671-IH(11)-2019/15461 dated 11.10.2019** (copy enclosed as Annexure 'C')

IMPORTANT PROVISIONS OF RIGHT TO SERVICE ACT :

Following are the important provisions of the Act written in a common man's language for easy comprehension of the officers/ staff:

Section 5: *(Procedure for obtaining service)*

- (1) An eligible person shall make an application to the Designated Officer
- (2) The Designated Officer shall, on receipt of an application under sub-section (1), provide 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 Form 'A' (see Rule 4 of Chandigarh Right to Service rules); copy of Form 'A' is enclosed as Annexure 'D'

Section 6 : *(First Appeal)*

- (1) In case of rejection of application or delay in providing of service, the applicant can file an appeal before the First Appellate Authority within a period of 30 days.
- (2) After considering the matter, if the Appellate Authority feels that grievance of the applicant is genuine, it may direct the Designated officer to provide the service within a specified period of time.
In case of default, it may ask the Designated officer to appear before it and explain reasons thereof.
- (3) After affording an opportunity of hearing to the Designated Officer and the eligible person, the First Appellate Authority shall either accept the appeal or reject it; in case of rejection, he will record reasons thereof in writing.
- (4) An appeal shall be finally disposed of by the First Appellate Authority within a period of 30 days.

Section - 7 : (Second Appeal)

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, 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.
2. (Rest is same as in Section 6 in the case of First Appellate Authority)

Section- 8 : (Power to Summon and Inspection)

The First & Second Appellate Authorities, 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:-

- (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.

Section- 9 : (Penalty)

- (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 Rs. 500/- and not more than Rs. 5,000/-;
- (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 Rs. 250/- 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 Rs. 5,000/-;

(2) The Second Appellate Authority may, by an order, give such amount as compensation to the appellant 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)**

Section- 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.....

Section – 11 : (*Display of services and the given time limit*)

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

Section- 17: (*Powers & Functions of the Chandigarh Right to Service Commission*)

It shall be the duty of the Commission to ensure proper implementation of the Act. For this purpose, the Commission may :

- (a) entertain and dispose of Revision petitions
- (b) **take suo moto notice of failure to deliver service, and refer such cases for decision to the First / Second Appellate Authority or pass such order itself as may be appropriate:**
- (c) carry out inspections of offices of Designated officers/ First Appellate Authority/ Second Appellate Authority
- (d) **recommend departmental action against defaulting officials**
- (e) recommend changes in procedures for better delivery of services

- (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 for the guidance of officers/staff

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 any inquiry in respect thereof.

Section- 19: *(Protection of action taken in good faith)*

No suit, prosecution or other legal proceedings 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.

Section 20 : *(Bar of Jurisdiction of Courts)*

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.

Note : *In case any of the officers/ staff requires any kind of clarification with regard to any of the provision of the Act, he / she may, without any hesitation, call up the Commissioner's Office at Phone Nos. 0172-2700018, 0172-2774448 or come personally to its office and meet the Commissioner.*

sd/-
K.K. Jindal, IAS (R)
Commissioner