

ਪੰਜਾਬ ਟੈਲੀਕਾਮ ਐਚ ਟੀ ਐਲ

ਪੰਜਾਬ ਸਟੇਟ ਖਾਵਰ ਕਾਰਪੋਰੇਸ਼ਨ ਲਿਮਿਟਡ
ਦਫਤਰ ਮੁੱਖ ਇੰਜੀਨੀਅਰ/ਐਚ ਆਰ ਡੀ
(ਬੋਰਡ ਭਾਗ)

SSM/CSW
10/17

ਵੱਲ

ਨਿਗਰਾਨ ਇੰਜੀਨੀਅਰ/ਆਈ.ਟੀ.
ਪੰ:ਸ:ਪਾ:ਕਾ:ਲਿ:ਪਟਿਆਲਾ।

1490
11/7/12

ਮੀਸੇ ਨੰ: 46954 ਬੀਡੀ/ਜੀ-2874/3086

ਮਿਤੀ: 6-7-12

ਵਿਸਾ: ਰਾਈਟ ਟੂ ਸਰਵਿਸ ਐਕਟ ਪੰਜਾਬ।

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ਉਪਰੋਕਤ ਵਿਸ਼ੇ ਦੇ ਸਬੰਧ ਵਿਚ ਪੰਜਾਬ ਸਰਕਾਰ ਡਿਪਾਰਟਮੈਂਟ ਆਫ ਰੈਗੂਲੇਸ਼ਨ
ਰੀਫਾਰਮਜ਼(ਗਵਰਨੈਂਸ ਰੀਫਾਰਮ-2 ਬਰਾਂਚ ਚੰਡੀਗੜ ਤੋ ਪ੍ਰਾਪਤ ਪੰ :ਨੰ:1/22/2011-ਜੀ
ਆਰ -2 ਬਰਾਂਚ /80 ਮਿਤੀ 30.5.2012,ਆਪ ਜੀ ਨੂੰ ਭੇਜਦੇ ਹੋਏ ਬੇਨਤੀ ਕੀਤੀ ਜਾਂਦੀ ਹੈ
ਕਿ ਇਸ ਪੱਤਰ ਨੂੰ ਮੁੱਖ ਇੰਜੀਨੀਅਰ/ਐਚ ਆਰ ਡੀ (ਬੋਰਡ ਭਾਗ) ਪੰ:ਸ:ਪਾ:ਕਾ:ਲਿ: ਦੀ ਵੈੱਬ
ਸਾਈਟ ਤੇ ਪਾਇਆ ਜਾਵੇ ਜੀ ।

ਨੱਥੀ/ਉਪਰੋਕਤ ਅਨੁਸਾਰ

Handwritten signature and date 6/7/12

ਅਧੀਨ ਸਕੱਤਰ/ਡਾਇਰੈਕਟਰ,
ਪੰ:ਸ:ਪਾ:ਕਾ:ਲਿ:ਪਟਿਆਲਾ

256
 Dy. Secy. (Adm.)
 2/6/12
 (Intern.)

2/NT/1

2877 PS (GAdmin.)
 Dated 22/6/12

GOVERNMENT OF PUNJAB
 DEPARTMENT OF GOVERNANCE REFORMS
 (Governance Reform-2 Br.)

Chief Admin.

CMD

Form No. 2/18
 Notification

DYSG/NA/D

2x16
 Dy. Secy. (Adm.)

No.1/22/2011-GR-2 Br./ SC

Date: 25/6/12

Chandigarh, 25th May 2012

In supersession of the notification issued vide No. 1/22/2011-PGRC/757, dated 28th July, 2011 the Governor of Punjab is pleased to notify the services, designated officers, first appellate authorities, second appellate authorities and the stipulated time limit for the purposes of section 3 of the Punjab Right to Service Act, 2011, as detailed below:-

C.E.H.A.
 2116
 Pl. call
 2/6/12

| Sr. No. | Deptt. | Name of the Service | Given Time Limit (working days) | Designated Officer | First Appellate Authority | Second Appellate Authority |
|---------|---------|---|---------------------------------|--|-----------------------------------|---|
| 1. | Revenue | Certified Copies of all documents at Fard Centre level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc. | 1 day | Duty Patwari or ASM of the Fard Centre | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| | | Certified Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is less than 5) | 1 day | Patwari | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| | | Certified Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is more than 5 but less than 15) | 3 days | Parwari | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| | | Certifies Copies of all documents at Village level i.e Record of Rights (Jamabandi), Girdawri, mutation, etc (if the copies sought are manual and number of pages sought is more than 15) | 7 days | Patwari | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| 2. | Revenue | Demarcation of Land | 21 days | Circle Revenue Officer | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |

ਕਿਸਮ - ਉਸ ਉੱਚ ਦਿਨੀਂ/ਕਿਸਮ/ਆਰ.ਓ.
 ਤਿਆਰੀ ਕੀ: 1.5.00
 ਮਿਤੀ: 26.6.12

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| 3. | Revenue | Registration of all kinds of documents i.e. sale deed, lease deed, GPA, Partnership Deed etc. | 1 day | Sub- Registrar or Joint Sub Registrar (in case of Sub Tehsils) | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| 4. | Revenue | Certified Copies of all kinds of previously registered documents | 7 days | Sub- Registrar or Joint Sub-Registrar (in case of Sub Tehsils) | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| 5. | Revenue | Attestation of uncontested mutations | 15 days | Circle Revenue Officer | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| 6. | Revenue | Private Partition of Land (Mutual consent of landowners) | 30 days | Circle Revenue Officer | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| 7. | Revenue | Issue of Income Certificate | 15 days | Tehsildar of the concerned sub-division | SDM of the concerned sub-division | Deputy Commissioner of the Concerned District |
| 8. | Health | Certified Copies of Birth/Death Certificates - Corporation Cities | 2 days for current year and 5 days for previous years | Local Registrar, Birth and Death of the concerned Municipal Corporation | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| 9. | Health | Certified Copies of birth/Death Certificates - MC Towns | 2 days for current year and 5 days for previous years | Local Registrar, Birth and Death of the concerned Municipal Corporation | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| 10. | Health | Certified Copies of Birth/Death Certificates- Rural Areas | 2 days for current year and 5 days for previous years | Local Registrar, Birth and Death of the concerned District | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |
| 11. | Health | Copies of the post mortem report | 3 days | Senior Medical Officer of the concerned Civil Hospital OR Medical Superintendent in case of Medical College | SDM of the concerned Sub-Division | Deputy Commissioner of the Concerned District |

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| 12. | Transport | a) Registration Certificate of vehicles (Non Transport) | 7 days | Registering Authority (DTO in case of District HQ and SDM in case of sub-division) | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |
| | | b) Registration of Certificate of Vehicles (Transport) | 21 days | Registering Authority DTO of the concerned district | | |
| 13. | Transport | Fitness Certificate for Commercial Vehicle | 7 days | Motor Vehicle Inspector | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |
| 14. | Transport | Issue of Driving License-Motor Car/ Motor Cycle | 7 days | Licensing Authority (DTO in case of District HQ and SDM in case of sub-division) | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |
| 15. | Transport | Issue of Tax Clearance Certificate (for period upto 2 years from the date of application) | 7 days | Section Officer, DTO Office | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |
| 16. | Transport | Issue of Tax Clearance Certificate (for period beyond 2 years) | 21 days | Section Officer, DTO Office | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |
| 17. | Transport | Issue of Route Permit or National Permit | 7 days | Secretary, Regional Transport Authority | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |
| 18. | Transport | Addition/ deletion of Hire Purchase entry | 3 days | Registering Authority (DTO in case of district HQ and SDM in case of sub-division) | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |

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| 19. | Transport | Transfer of Vehicle (if the place of registration is the same place) | 7 days | Registering Authority (DTO in case of District HQ and SDM in case of sub-division) | Additional Deputy Commissioner (General) of the concerned district | Deputy Commissioner of the concerned district |
| 20. | Personnel | Issue of Residence Certificate etc. | 15 days | Tehsildar of the concerned sub-division | SDM of the concerned sub-division | Deputy Commissioner of the Concerned District |
| 21. | Food, Civil Supplies and Consumer Affairs | Issue of Ration Card. | 7 days | Assistant Food and Supplies Officer | SDM of the concerned sub-division | Deputy Commissioner of the Concerned District |
| 22. | Housing and Urban Development | a) Sanction of Building Plans/Revised Building Plans (Residential) b) Sanction of Building Plans/Revised Building Plan (Commercial) | 30 Days 60 days | SDO Buildings of the concerned Authority | Additional Chief Administrator of the concerned authority. | Chief Administrator of the concerned authority |
| 23. | Housing and Urban Development | Issue of Completion/ Occupation Certificate for buildings | 15 days | SDO Buildings of the concerned Authority | Additional Chief Administrator of the concerned authority. | Chief Administrator of the concerned authority |
| 24. | Housing and Urban Development | Issue of No Objection Certificate/ Duplicate Allotment/ Re allotment Letter | 21 days | Estate Officer of the concerned Authority | Additional Chief Administrator of the concerned authority. | Chief Administrator of the concerned authority |
| 25. | Housing and Urban Development | Issue of Conveyance Deed | 15 days | Estate Officer of the concerned Authority | Additional Chief Administrator of the concerned authority. | Chief Administrator of the concerned authority |
| 26. | Housing and Urban Development | Issue of No Due Certificate | 7 days | Estate Officer of the concerned Authority | Additional Chief Administrator of the concerned authority. | Chief Administrator of the concerned authority |
| 27. | Housing and Urban Development | Transfer of property in case of sale | 15 days | Estate Officer of the concerned Authority | Additional Chief Administrator of the concerned authority. | Chief Administrator of the concerned authority |
| 28. | Housing and Urban Development | Transfer of property in case of death (uncontested) | 45 days | Estate Officer of the concerned Authority | Additional Chief Administrator of the concerned | Chief Administrator of the concerned |

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| 29. | Housing and Urban Development | Issue of permission for mortgage | 7 days | Estate Officer of the concerned Authority | Additional Chief Administrator of the concerned authority. | Chief Administrator of the concerned authority |
| 30. | Local Government | Sanction of Building Plans/ Revised Building Plans (Residential) | 30 days | Executive Officer of the concerned Improvement Trust | SDM of the concerned subdivision | Deputy Commissioner of the Concerned District |
| | | Sanction of Building Plans (other than Residential) | 60 days | | | |
| 31. | Local Government | Issue of Completion/ Occupation Certificate for Buildings (All Categories) | 15 days | Executive Officer of the concerned Improvement Trust | SDM of the concerned subdivision | Deputy Commissioner of the Concerned District |
| 32. | Local Government | Issue of No Objection Certificate/ Duplicate Allotment/ Re- allotment Letter | 21 days | Executive Officer of the concerned Improvement Trust | SDM of the concerned subdivision | Deputy Commissioner of the Concerned District |
| 33. | Local Government | Issue of Conveyance Deed | 15 days | Executive Officer of the concerned Improvement Trust | SDM of the concerned subdivision | Deputy Commissioner of the Concerned District |
| 34. | Local Government | Issue of No Due Certificate | 7 days | Executive Officer of the concerned Improvement Trust | SDM of the concerned subdivision | Deputy Commissioner of the Concerned District |
| 35. | Local Government | Transfer of property in case of sale | 15 days | Executive Officer of the concerned Improvement Trust | SDM of the concerned subdivision | Deputy Commissioner of the Concerned District |
| 36. | Local Government | Transfer of property in case of death (uncontested) | 45 days | Executive Officer of the concerned Improvement Trust | SDM of the concerned subdivision | Deputy Commissioner of the Concerned District |
| 37. | Local Government | issue of permission for mortgage | 7 days | Executive Officer of the concerned Improvement Trust | SDM of the concerned subdivision | Deputy Commissioner of the Concerned District |
| 38(a) | Local Government | Sanction of building Plans/ Revised Building Plans (Residential) | 30 days | Commissioner of the concerned Municipal | Deputy Commissioner of the | Commissioner of the Concerned |

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| | | | | Corporation in Corporation Cities and | Concerned District in case of Corporation Cities | Division |
| 38 (b) | | Sanction of Building Plans/Revised Building Plans (other than residential) | 60 days | Executive Officer of the concerned Municipal Council in Municipal Towns | SDM of the concerned sub-division in case of Municipal Towns | Deputy Commissioner of the Concerned District |
| 39. | Local Government | Issue of Completion/ Occupation Certificate for Buildings (All Categories) | 30 days | Commissioner of the concerned Municipal Corporation in Corporation Cities and | Deputy Commissioner of the concerned district in case of Corporation cities | Commissioner of the Concerned Division |
| | | | | Executive Officer of the concerned Municipal Council in Municipal Towns | SDM of the concerned sub-division in case of Municipal Towns | Deputy Commissioner of the Concerned District |
| 40. | Local Government | Sanction of Water Supply/ Sewerage Connection in Corporation Cities | 7 days | Executive Engineer (O & M) of the concerned Municipal Corporation | SDM of the concerned sub-division | Deputy Commissioner of the Concerned District |
| 41. | Local Government | Sanction of Water Supply/ Sewerage Connection- MC Towns | 7 days | Assistant Municipal Engineer of the concerned MC | SDM of the concerned sub-division | Deputy Commissioner of the Concerned District |
| 42. | Rural Water Supply and Sanitation | Sanction of Water Supply Connection | 7 days | Sub-Divisional Engineer | SDM of the concerned sub-division | Deputy Commissioner of the Concerned District |
| 43 (a) | Social Security | Sanction of all social security benefits to old age/ handicapped/ widow (Urban Areas) | 30 days for the first time | Executive Officer of the Municipal Council/Nagar Panchayat or Sub-divisional Magistrate | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |
| 43 (b) | | Sanction of all social security benefits to old age/handicapped/widow (Rural Areas) | | Child Development Project Officer or District Social Security Officer | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |

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| 44. | Social Security | Issue of Identity Cards to all categories of Handicapped persons | 7 days | District Social Security Officer | Additional Deputy Commissioner (General) of the concerned District | Deputy Commissioner of the Concerned District |
| 45. | Welfare of S.C.'s and B.C.'s | Issue of various Certificates like Caste, OBC etc. | 15 days | Tehsildar of the concerned sub-division | SDM of the concerned sub-division | Deputy Commissioner of the Concerned District |
| 46. | Home | Registration of Marriage under Hindu Marriage Act | 2 days from the expiry of 15 days notice period as provided in the Hindu Marriage Act. | Tehsildar of the concerned sub-division | SDM of the concerned sub-division | Deputy Commissioner of the Concerned District |
| 47. | Home | Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought) | 15 days | Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate | District Magistrate of the concerned district/ Commissioner of Police | Commissioner of the concerned Division/ Zonal Inspector General of Police |
| 48. | Home | Addition/ Deletion of weapon (if the license issuing district is the same where service has been sought) | 7 days from the expiry of the mandatory notice period of 45 days as provided under the Arms act. | Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate | District Magistrate of the concerned district/ Commissioner of Police | Commissioner of the concerned Division/ Zonal Inspector General of Police |
| 49. | Home | Extension of purchase period of weapon, (within permissible time period and if the license issuing district is the same where service has been sought) | 7 days | Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate | District Magistrate of the concerned district/ Commissioner of Police | Commissioner of the concerned Division/ Zonal Inspector General of Police |
| 50. | Home | Registration of Foreigners (Arrival and Departure) | Immediate | Additional Deputy Commissioner of police (Hq.) of the Police Commissionerate or | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |

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| | | | | Superintendent of Police (Hq.) of the concerned Police District | | |
| 51. | Home | Extension of Residential Permit of Foreigners | 5 days | Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq.) of the concerned Police District | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |
| 52. | Home | Copy of FIR or DDR | Immediate / Online | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division | DSP Incharge of the Sub division | Commissioner of Police or Senior Superintendent of Police |
| 53. | Home | NOC for use of loud speakers (applicable only in case of S.D.M. obtains N.O.C. from the concerned S.H.O. before granting permission) | 5 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |
| 54. | Home | NOC for Fairs/ Melas/Exhibitions/Sports Events etc | 5 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub division | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |
| 55. | Home | Stranger Verification (after receiving the verification from other District/ State of which the stranger is resident) | 5 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |
| 56. | Home | Tenant/ Servant Verification (if resident of local area) | 5 days | Station House Officer of the concerned Police Station OR Incharge of | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |

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| | | | | Community Policing Sanjh Centre at the sub-division | | |
| 57. | Home | Tenant/ Servant Verification (if resident of other District/ State and after receiving the verification from other District/ State) | 5 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |
| 58. | Home | Other Verification related services | 30 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |
| 59. | Home | Copy of untraced report in road accident cases | 45 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |
| 60. | Home | Copy of untraced report in cases pertaining to stolen vehicles | 45 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjha Centre at the sub-division | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |
| 61. | Home | Copy of untraced report in theft cases | 60 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |
| 62. | Home | NOC for pre-owned vehicles | 5 days | Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh | DSP Incharge of Sub division | Commissioner of Police or Senior Superintendent of Police |

| | | | | Centre at the sub-division | | |
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| 63. | Home | Service Verification | 10 days | Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |
| 64. | Home | Character Verification | 10 days | Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |
| 65. | Home | Verification for renewal Arms License | 15 days | Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |
| 66. | Home | NOC for issuance/renewal of License of Arms Dealers | 15 days | Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |
| 67. | Home | Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc | 15 days | Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |

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| 68. | Home | Passport Verification | 21 days | Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq.) of the concerned Police District | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |
| 69. | Home | Verification for fresh Arms License | 30 days | Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq.) of the concerned Police District | Commissioner of Police or Senior Superintendent of Police | Zonal Inspector General of Police |

NOTE:

- In case of services sought from Suwidha Centre, an additional period of two days would be added to the above said given time limit and in such cases the Designated Officer and the Incharge of the Suwidha Centre, as the case may be, would be jointly and severally responsible for the delivery of such service.
- The time fixed in delivery of services will start from the expiry of notice period wherever prescribed under the Act/Rules.
- For all purposes with regard to the implementation of the Punjab Right To Service Act, the Additional Deputy Commissioner (General) of the concerned district shall be the Nodal Officer in the district for all the departments whose services are notified under the Act ibid.
- The Special Secretary/Additional Secretary/Joint Secretary of the concerned department, as the case may be, shall be the Nodal Officer of the respective departments at the State Headquarter.

Dated, Chandigarh
The 18th May 2012

RAKESH SINGH
Chief Secretary to Government of Punjab

No.1/22/2011-GR-2Br./ 81

Chandigarh, the 20th May 2012

A copy is forwarded to all the Financial Commissioners, Principal Secretaries, Administrative Secretaries, Heads of all the Departments, Commissioners of the Divisions, Deputy Commissioners, Registrar & Haryana High Court, Heads of all Boards & Corporations and Sub Divisional Magistrates in the State of Punjab for information and necessary action.

No.1/22/2011-GR-2Br./ 82

Special Secretary **Government Reform**
Chandigarh, the 20th May 2012

A copy is forwarded to Controller, Printing & Stationery, Punjab with the request to publish this notification in the Punjab Government Gazette (~~Extra~~ ordinary) and 5000 copies of this notification may please be sent to this department.

Special Secretary **Government Reform**