GOVERNMENT OF PUNJAB
DEPARTMENT OF GOVERNANCE REFORMS
(GOVERNANCE REFORMS-2 BRANCH)
NOTIFICATION

Dated Chandigarh: 5-2-19

No. 5/7/2018-2GR/...152....., the Governor of Punjab is pleased to notify the public services, Designated Officers, Appellate Authorities and Stipulated Time-limits for the purpose of Section 3 of the Punjab Transparency and Accountability in Delivery of Public Service Act, 2018 as detailed below:-

Animal Husbandry

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Degrees of Successful Candidates	By 31st October every year	Registrar	Vice Chancellor
2.	Issuance of Duplicate Certificate	30 days	Registrar	Vice Chancellor
3.	Issuance of Original Migration Certificate/Detailed Marks Cards/ Verifications of Documents	15 days	Registrar	Vice Chancellor
4.	Issue of veterinary health certificate to livestock owner	3 Days	Veterinary Officer/ Doctor In-charge	Deputy Director Animal Husbandry of District Concerned
5.	Supply of Medicine/ Vaccines at designated Hospital as decided by Govt.	Same day, subject to availability of Medicines/ Vaccines and Funds	Veterinary Officer / Doctor In- charge	Deputy Director Animal Husbandry of District Concerned
6.	To provide artificial insemination subject to availability of semen	Same Day	Veterinary Officer/ Doctor In-charge	Deputy Director Animal Husbandry of District Concerned

Agriculture

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Addition of Godown in Fertilizers Licenses	24 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
2.	Addition of Godown in Insecticides License	24 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
3.	Addition of Godown in Seed Licenses	24 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)
4.	Addition of New Company in Fertilizers for Retailers	15 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
5.	Addition of New Company in Fertilizers for Wholesalers	15 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
6.	Addition of New Company in Fertilizers in Pesticides	15 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
7.	Addition/Amendment of item in License for Fertilizers	15 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
8.	Addition/Amendment of item in License for Insecticides	15 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
9.	Addition/Amendment of item in License for Seeds	15 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)
10.	Change of Firm Name (Fertilizers Retailers)	15 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
11.	Change of Firm Name (Pesticides)	15 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
12.	Change of Firm Name (Seeds)	15 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)
13.	Change of Shop (Fertilizers Retailers)	15 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
14.	Change of Shop (Pesticides)	15 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
15.	Change of the Shop (Seeds)	15 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)
16.	Extra Godown Fee for Fertilizer Retailers	24 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
17.	Extra Godown Fee for Seeds Fertilizers/ Wholesalers	24 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
18.	Extra Godown Fee for Seeds Pesticides /Wholesalers	24 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
19.	Extra Godown Fee for Seeds Retailers/Wholesalers	24 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)
20.	Issuance of Duplicate Agricultural License of Seeds	24 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)
21.	Issuance of Duplicate Agriculture License of Fertilizers	24 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
22.	Issuance of Duplicate Agriculture License of Insecticides	24 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
23.	Issuance of License for sale of Fertilizers	24 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
24.	Issuance of License for sale of Insecticides	24 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
25.	Issuance of License for sale of Seeds	24 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)
26.	Renewal of License for sale of Fertilizers	24 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
27.	Renewal of License for sale of Insecticides	24 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
28.	Renewal of License for sale of Seeds	24 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
29.	Transfer of Proprietorship for fertilizers	15 Days	Chief Agriculture Officer	Joint Director Agriculture (Inputs)
30.	Transfer of Proprietorship for Pesticides	15 Days	Chief Agriculture Officer	Joint Director Agriculture(Plant Protection)
31.	Transfer of Proprietorship for Seeds	15 Days	Chief Agriculture Officer	Joint Director Agriculture (HYVP)

Agriculture (Mandi Board)

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Issue of Conveyance Deed (Mandi Board)	15 days	Estate Officer Punjab Mandi Board	Additional Secretary Punjab Mandi Board
2.	Issue of Identity Card To Farmers For Participation in Apni Mandi	15 days	**In Chandigarh** Secretary Apni Mandi **In Punjab** Secretary Market Committees	Sub Divisional Magistrate of the Sub-Division Concerned
3.	Issue of J Form To Farmers	3 days	Secretary Market Committee	Sub Divisional Magistrate of the Sub-Division Concerned
4.	Issue of No Due Certificate	15 days	Estate Officer Punjab Mandi Board	Additional Secretary Punjab Mandi Board
5.	Issue of NOC for Duplicate Allotment/Re-allotment.	21 days	Estate Officer Punjab Mandi Board	Additional Secretary Punjab Mandi Board
6.	Issue of NOC For Mortgage	15 days	Estate Officer Punjab Mandi Board	Additional Secretary Punjab Mandi Board
7.	Providing Financial Aid Exgratia to Cultivators for Death during Farming Operations	3 Months from the date of application	Secretary Market Committee	Sub Divisional Magistrate of the Sub-Division Concerned
8.	Re Transfer of Property In Case of Death Uncontested	45 days	Estate Officer Punjab Mandi Board	Additional Secretary Punjab Mandi Board
9.	Re Transfer of Property In Case of Sale	15 days	Estate Officer Punjab Mandi Board	Additional Secretary Punjab Mandi Board

Excise and Taxation

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Annual License to Marriage Palaces	30 days	Deputy Excise & Taxation Commissioner of the Division-cum-Collector Concerned	Additional Excise and Taxation Commissioner (X), Punjab
2.	Bar License to Clubs	60 days	Deputy Excise & Taxation Commissioner of the Division-cum-Collector Concerned	Additional Excise and Taxation Commissioner (X), Punjab
3.	Beer Bar License	60 days	Deputy Excise &	Additional Excise

			Taxation Commissioner of the Division-cum-Collector Concerned	and Taxation Commissioner (X), Punjab
4.	Drought Beer Bar License	60 days	Deputy Excise & Taxation Commissioner of the Division-cum-Collector Concerned	Additional Excise and Taxation Commissioner (X), Punjab
5.	Hard Bar License	60 days	Deputy Excise & Taxation Commissioner of the Division-cum-Collector Concerned	Additional Excise and Taxation Commissioner (X), Punjab
6.	Permission to serve liquor in a marriage or banquet hall to a function holder	2 days	ETO (Excise) of the District Concerned	Deputy Excise & Taxation Commissioner of the Division-cum-Collector concerned
7.	Permit for industrial Alcohol to Chemical industries etc.	60 days	Deputy Excise & Taxation Commissioner of the Division-cum-Collector Concerned	Additional Excise and Taxation Commissioner (X), Punjab
8.	Registration and renewal for professional Tax	1 Day	ETO,Ward In-charge Concerned	Director GST

Food, Civil Supplies and Consumer Affairs

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Licence to manufacturer, repairer & dealer weights and measures under the Legal Metrology Act, 2009	One Month	Controller Legal Metrology	Principal Secretary
2.	Registration as Manufacture/Packer/Importer under the Legal Metrology (Packaged Commodities Rule, 2011)	Three Weeks	Controller Legal Metrology	Principal Secretary
3.	Renewal of Licence Under Legal Metrology Act, 2009	45 days	Controller	Secretary

Forest and Wildlife

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Issue of permit for felling of trees in the areas notified under Punjab Land Preservation Act, 1900 as per the Punjab Govt. Policy and Felling Programme Upto 40 hectare	60 days	Divisional Forest Officer	Conservator of Forest
2.	Issue of permit for felling of trees in the areas notified under Punjab Land Preservation Act, 1900 as per the Punjab Govt. Policy and Felling Programme Upto 100	75 days	Divisional Forest Officer	Conservator of Forest

	hectare			
3.	Issue of permit for felling of trees in the areas notified under Punjab Land Preservation Act, 1900 as per the Punjab Govt. Policy and Felling Programme More than 100 hectare	90 days	Divisional Forest Officer	Conservator of Forest
4.	NOC to be sent to the Competent Authority cum Site Appraisal Committee for site clearance of Industries.	15 days	Divisional Forest Officer	Conservator of Forest
5.	NOC to be sent to the District Magistrate for issuing Gun license.	15 days	Divisional Forest Officer (WL)	Conservator of Forest (WL)
6.	Processing of proposals for diversion of forest land under Forest Conservation Act, 1980.	30 Days (For Office of Divisional Forest Officer)	Divisional Forest Officer	Conservator of Forest
		7 days (For Office of Conservator of Forest)	Conservator of Forest	Nodal Officer
		7 days (For office of Nodal Officer/PCCF)	Nodal Officer	Principal Chief Conservator of Forest
		7 days (For Secretary Forests)	Deputy/Joint/Addl./Special Secretary Forests	Secretary Forests
7.	Supply of Plants from Forest Nurseries.	3 days	Range Forest Officer	Divisional Forest Officer

Welfare of Freedom Fighters

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Dependent Certificate To Wards of Freedom Fighter	14 days	Additional Deputy Commissioner (General)	Deputy Commissioner
2.	Identity Card To Freedom Fighter	7 days	Additional Deputy Commissioner (General)	Deputy Commissioner

Health and Family Welfare

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Addition of Name Child in Birth Certificate for Urban area a) After current year	9 days	Local/District Registrar Concerned as applicable	Sub Divisional Magistrate / Additional Deputy Commissioner (General)
	b) Within current year, registered from MC	9 days		

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
2.	Addition of Name of child in Birth Certificate	9 days	Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon) as applicable	Deputy Commissioner of the District Concerned
3.	Addition of Name of child in Birth Certificate (Rural within current year)	9 days	Local Registrar (ANM)	District Registrar, Births & Deaths (Civil Surgeon)
4.	Addition of Name of child in Birth Certificate for Urban area (Within current year, registered from Hospital)	9 days	Local Registrar (MoH/EOMC)	District Registrar, Births & Deaths (Civil Surgeon)
5.	Copy of Complete Medico Legal Report	9 days (if expert opinion or investigation is complete)	Medical Officer Concerned of the Civil Hospital Concerned	Senior Medical Officer of the Civil Hospital Concerned
6.	Copy of Interim Medico Legal Report	4 days	Medical Officer Concerned of the Civil Hospital Concerned	Senior Medical Officer of the Civil Hospital Concerned
7.	Correction in Birth Certificate for Rural area (Within current year)	15 days	Local Registrar (ANM)/ District Registrar (Civil Surgeon) Concerned as applicable	Deputy Commissioner of the District Concerned
8.	Correction in Birth Certificate for Urban area (After current year for both Hospitals and MC)	15 days	Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon) Concerned as applicable	Deputy Commissioner of the District Concerned
9.	Correction in Birth Certificate for Urban area (In case of Hospitals within current year)	15 days	Sub Registrar (M.O)/Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon) Concerned as applicable	Deputy Commissioner of the District Concerned
10.	Correction in Birth Certificate for Urban area (In case of MC within current Year)	15 days	Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon) Concerned as applicable	Deputy Commissioner of the District Concerned
11.	Correction in death Certificate for Rural area (After current year)	15 days	District Registrar (Civil Surgeon)	Deputy Commissioner of the District Concerned

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
12.	Correction in Death Certificate for Rural area (Within current year)	15 days	Local Registrar (ANM)/ District Registrar (Civil Surgeon)	Deputy Commissioner of the District Concerned
13.	Correction in Death Certificate for Urban area (After current year for both Hospitals and MC)	15 days	Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon) Concerned as applicable	Deputy Commissioner of the District Concerned
14.	Correction in Death Certificate for Urban area (Within current year in case of MC)	15 days	Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon) Concerned as applicable	Deputy Commissioner of the District Concerned
15.	Correction in Death Certificate for Urban area (Within current year in case of Hospitals)	15 days	Sub Registrar (M.O)/Local Registrar(MoH/ EOMC)/ District Registrar (Civil Surgeon) Concerned as applicable	Deputy Commissioner of the District Concerned
16.	Cosmetics Manufacturing License	60 days	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
17.	Delayed Registration of Birth (Urban) (After 30 days but within 1 year of Birth) (In case of Hospitals)	15 days i) 3 days Time for Sub-Registrar of hospitals for referring case to local Registrar of Municipality. ii) 2 days time for Local Registrar of municipality for referring the case to District Registrar. iii) 5 days Time for District Registrar to pass orders and send back case to the concerned Local Registrar of Municipality. iv) 2 days' Time for Local registrar of municipality for forwarding the case back to the Sub-Registrar of hospital. v) 3 days' time for registration and issuance of Certificate by the concerned Sub Registrar.	Sub-Registrar (M.O) of the respective hospital/ Local Registrar (MoH/EOMC) of Municipality/ District Registrar (Civil Surgeon)	Deputy Commissioner of the District Concerned
18.	Delayed Registration of Birth (Urban) (After One Year)	30 days i) 3 days Time for Local Registrar for referring the case to District Registrar. ii) 6 days Time for District Registrar for referring case to Magistrate First Class/ Sub Divisional Magistrate Concerned. iii) 15 days Time for Magistrate First Class/ Sub Divisional Magistrate for field Verification /pass orders and send back case to District Registrar iv) 3 days Time for District Registrar Sending back case to the Local Registrar of Municipality. v) 3 days Time for Registration and Issuance of Certificate by the Local Registrar of Municipality.	Local Registrar (MoH/EOMC) / District Registrar (Civil Surgeon)/ Magistrate First Class/ SDM- for field verification and issuance of orders only	Deputy Commissioner of the District Concerned.

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
19.	Delayed Registration of Birth (Urban) (after 21 days but within 30 days of Birth)(in case of MC)	7 days i) 4 days Time for Local Registrar to pass an order. ii) 3 days Time for Registration and Issuance of Certificate.	Local Registrar (MoH/EOMC) Concerned	District Registrar, Births & Deaths (Civil Surgeon)
20.	Delayed Registration of Birth (Urban) (after 21 days but within 30 days of Birth)(in case of Hospitals)	11 days i) 3 days' Time for referring case to Local Registrar by the Concerned Sub-Registrar. ii) 5 days' Time for Local Registrar to pass orders and send back case to the Sub-Registrar. iii) 3 days' Time for Registration and Issuance of Certificate.	Sub- (M.O)/ Local Registrar (MoH/EOMC) Concerned	District Registrar, Births & Deaths (Civil Surgeon)
21.	Delayed Registration of Birth Certificate(Rural) (After 30 days and Within One Year)	15 days i) 5 days Time for Local Registrar for referring case to SMO of block PHC/CHC. ii) 5 days Time for SMO of block PHC/CHC to pass orders and send back case to the concerned Local Registrar. iii) 5 days Time for Registration and Issuance of Certificate by the Concerned Local Registrar.	Local Registrar(ANM) / Additional District Registrar (SMO I/c of Block PHC/CHC	District Registrar, Births & Deaths (Civil Surgeon)
22.	Delayed Registration of Birth Certificate(Urban) (After 30 days and Within One Year) (In case of MC office)	15 days i) 5 days Time for Local Registrar of Municipality for referring case to the district Registrar. ii) 5 days Time for District Registrar to pass orders and send back case to the concerned Local Registrar of Municipality. iii) 5 days Time for Registration and Issuance of Certificate by the Concerned Local Registrar.	Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon)	Deputy Commissioner of the District Concerned
23.	Delayed Registration of Birth For Rural areas (after 21 days but within 30 days of event)	7 days i) 4 days Time for Local Registrar to pass an order. ii) 3 days Time for Registration and issuance of Certificates.	Local Registrar (ANM) Concerned	District Registrar, Births & Deaths (Civil Surgeon
24.	Delayed Registration of Death (Urban) (After 30 days but within 1 year of Death) (In case of Hospitals)	15 days i) 3 days Time for Sub-Registrar of hospital for Referring the case to the Local Registrar of municipality. ii) 2 days Time for Local Registrar of municipality for referring the case to District Registrar. iii) 5 daysTime for District Registrar to pass orders and send back case to the concerned Local Registrar of Municipality. iv) 2 days time for Local Registrar of municipality for forwarding the case back to the Sub-Registrar of hospital. v) 3 days Time for Registration and issuance of Certificate by the concerned Sub Registrar.	Sub Registrar(M.O) / Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon)	Deputy Commissioner of the District Concerned
25.	Delayed Registration of Death (Urban) (after 21 days but within 30 days of Death)(in case of MC)	7 days i) 4 days Time for Local Registrar to pass an order. ii) 3 days Time for Registration and issuance of Certificates.	Local Registrar (ANM) Concerned	District Registrar, Births & Deaths (Civil Surgeon
26.	Delayed Registration of Death Certificate(Rural) (After 30 days and Within One Year)	15 days i) 5 days Time for Local Registrar for referring case to SMO of block PHC/CHC. ii) 5 days Time for SMO of block PHC/CHC to pass orders and send back case to the	Local Registrar(ANM) / Additional District Registrar	District Registrar, Births & Deaths (Civil Surgeon)

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
		concerned Local Registrar. iii) 5 days Time for Registration and Issuance of Certificate by the Concerned Local Registrar.	(SMO I/c of Block PHC/CHC	
27.	Delayed Registration of Death Certificate(Rural)(After One Year)	30 days i) 2 days Time for Local Registrar of Sub-Centre for referring the case to SMO Block PHC/CHC. ii) 2 days Time for SMO of Block PHC/CHC for referring the case to District Registrar. iii) 5 days Time for District Registrar referring case to Magistrate First Class/Sub Divisional Magistrate concerned. iv) 14 days Time for Magistrate First Class/Sub Divisional Magistrate for field verification/pass orders and send back case to District Registrar. v) 3 days Time for District Registrar for sending back case to the SMO of Block PHC/CHC. vi) 2 days time for SMO of block PHC/CHC for referring the case back to Local Registrar of Sub-Centre. vii) 2 days' time for registration and issuance of Certificate by the Local Registrar of Sub Centre.	Local Registrar(ANM) / SMO I/c of Block PHC/CHC/ District Registrar (Civil Surgeon)/ Magistrate First Class/ SDM for field verification and issuance of orders only.	Deputy Commissioner of the District Concerned
28.	Delayed Registration of Death Certificate(Urban) (After 30 days and Within One Year) (in case of MC Office)	15 days i) 5 days Time for Local Registrar of Municipality for referring the case to the District Registrar ii) 5 days Time for District Registrar to pass an orders and send back case to the concerned Local Registrar of Municipality iii) 5 days Time for Registration and Issuance of Certificate by the Concerned Local Registrar.	Local Registrar(MoH/EOMC) / District Registrar(Civil Surgeon)	Deputy Commissioner of the District Concerned
29.	Delayed Registration of Death Certificate(Urban) (After One Year)	30 days i) 4 days Time for Local Registrar of Municipality for referring case to District Registrar ii) 5 days Time for District Registrar for referring case to Magistrate First Class/ Sub Divisional Magistrate Concerned iii) 14 days Time for Magistrate First Class/ Sub Divisional Magistrate for field Verification /pass orders and send back case to District Registrar iv) 3 days Time for District Registrar for sending back case to the Local Registrar of municipality. v) 4 days Time for Registration and Issuance of Certificate by the Local Registrar of Municipality.	Local Registrar (MoH/EOMC)/ District Registrar (Civil Surgeon)/ Magistrate First Class/ SDM- for field verification and issuance of orders only.	Deputy Commissioner of the District Concerned
30.	Emergency Medical Response (Ambulance at 108)	20 minutes (Urban)/ 30 minutes (Rural)	SMO in-charge of the hospital concerned	Civil surgeon of district concerned
31.	Facility for X-ray / Pathological Test, Vaccination-DT/Polio Anti Rabies, Anti Venom (as notified by the Department for	Same day subject to availability of material for such tests	Medical Officer/ Sr. Medical Officer Concerned of the institution concerned	Civil surgeon of concerned district Concerned

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
	different institutions)			
32.	Issuance of Disability Certificate Obvious Disability (Loco Motor, Blindness)	6 days	Civil Surgeon of the district concerned.	Director, Health and family Welfare, Punjab.
33.	Issuance of Drug License Manufacturers of Ayurvedic Medicines	90 days	Director Ayurveda	Additional Secretary Health
34.	Issuance of Drug License To Manufacturers of Homeopathy Medicines	60 days	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
35.	Issuance of First copy of Birth certificate	4 days for current year	Sub-Registrar (M.O) of the respective hospital/ Local Registrar (MoH/EOMC/ANM) or Municipality/Sub-Centre	District Registrar, Births & Deaths (Civil Surgeon
36.	Issuance of first copy of Birth Certificate (Rural)	4 days for current year	Local Registrar (ANM) of the Concerned Sub-Centre	District Registrar, Births & Deaths (Civil Surgeon)
37.	Issuance of First copy of Birth certificate (Urban)(In case of Hospitals)	4 days for current year	Sub-Registrar, (M.O) of the respective hospital	District Registrar, Births & Deaths (Civil Surgeon)
38.	Issuance of first copy of Death Certificate (Rural)	4 days for current year	Local Registrar (ANM) of the Concerned Sub-Centre	District Registrar, Births & Deaths (Civil Surgeon)
39.	Issuance of First copy of Death certificate (Urban)(in case of hospitals)	4 days for current year	Sub-Registrar, (M.O) of the respective hospital	District Registrar, Births & Deaths (Civil Surgeon)
40.	Issuance of First copy of still Birth certificate (Urban)(In case of Hospitals)	4 days for current year	Sub Registrar (M.O) of the respective hospital	District Registrar, Births & Deaths (Civil Surgeon
41.	Issuance of Fresh Drug License To Manufacturers	60 days subject to submission of requisite documentation	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
42.	Issuance of Fresh Drug License To Retail Chemists	30 days subject to submission of requisite documentation	Licensing authority (Assistant Drug Controller)	Joint Commissioner Drug Administration

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
43.	Issuance of Fresh Drug License To Retail Sale Homeopathic	30 days subject to submission of requisite documentation	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
44.	Issuance of Fresh Drug License To Whole Sale Homeopathic	45 days	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
45.	Issuance of Fresh Drug License To Whole Seller Chemists	45 days subject to submission of requisite documentation	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
46.	Issuance of Medical Certificate	4 days	Medical Officer (s) Concerned	Civil surgeon Concerned of district concerned
47.	Issuance of Multiple Disability Certificate	9 days (After Completion of necessary tests etc.)	Civil Surgeon of the district concerned.	Director, Health and family Welfare, Punjab.
48.	Issuance of Registration Certificate for Food (If Turn Over Is Less Than Rs. 12 Lakh)	9 days	Food Safety Officer	Assistant Commissioner Food Safety/ District Health Officer (DHO)
49.	Issuance of Registration Certificate For Food (If Turn Over Is More Than Rs.12 Lakh)	60 days	Assistant Commissioner Food Safety/ District Health Officer (DHO)	Joint Commissioner Food Safety/ Nodal Officer Food Safety
50.	Issuance of Single Disability Certificate	9 days	Civil Surgeon of the district concerned.	Director, Health and family Welfare, Punjab.
51.	Issuance of Still Birth Certificate (Rural)	4 days for current year and 7 days for previous years	Local Registrar(ANM)/ District Registrar, Births & Deaths of the Sub Centre/District Concerned	District Registrar, Births & Deaths (Civil Surgeon
52.	Issuance of Still Birth Certificate (Urban) (In case of MC)	4 days for current year and 7 days for previous years	Local Registrar (MoH/EOMC) Concerned	District Registrar, Births & Deaths (Civil Surgeon
53.	Issuance/ Permission/ Rejection of Registration Certificate To Ultra Sound Centers	90 days	District Appropriate Authority (Civil Surgeon)	State Appropriate Authority (Director Family Welfare)
54.	Janani Suraksha Yojana assistance	Before the discharge of mother from Hospital subject to availability of funds	Medical Officer/ Sr. Medical Officer Concerned of the institution concerned	Civil surgeon Concerned of district concerned

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
55.	Multiple copies of Birth/Death certificate (Rural) (After Current Year)	7 days	District Registrar (Civil Surgeon) of the District Concerned	Deputy Commissioner of the District Concerned
56.	Multiple copies of Birth/Death certificate (Rural)(Within Current Year)	4 days	Local Registrar (ANM) of the Sub-Centre Concerned	District Registrar, Births & Deaths (Civil Surgeon)
57.	Multiple copies of Birth/Death certificate (Urban) (For both within and after current year) (In case of MC Office and Hospitals)	4 days for current year and 7 days for previous years	Sub-Registrar (M.O) of the respective hospital/ Local Registrar (MoH/EOMC) of Municipality	District Registrar, Births & Deaths (Civil Surgeon
58.	Rashtriya Bal Suraksha Kayarkarm (RBSK) Regular and periodical Check-up of 30 diseases	6 months	SMO in-charge of the block District School Health Officer (If available)	Civil surgeon Concerned of district concerned
59.	Renewal of Drug License To Retail Chemists	32 days subject to submission of requisite documentation	Licensing authority (Assistant Drug Controller)	Joint Commissioner Drug Administration
60.	Renewal of Drug License To Retail Sale Homeopathic	30 days subject to submission of requisite documentation	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
61.	Renewal of Drug License To Whole Sale Homeopathic	45 days	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
62.	Renewal of Drug License To Whole Seller Chemists	45 days subject to submission of requisite documentation	Joint Commissioner Drug Administration	Commissioner Food and Drug Administration
63.	Renewal of Registration Certificate To Ultra Sound Centers	90 days	District Appropriate Authority (Civil Surgeon)	State Appropriate Authority (Director Family Welfare)
64.	Supply of essential medicine (as notified by the department for different Institutions)	Same day subject to availability of medicines	Medical Officer/ Sr. Medical Officer Concerned of the institution concerned	Civil surgeon of concerned district Concerned

Home

Sr. No	Name of Service	Recommended time limit (in days)	Designated Officer	Appellate authority
1.	Acknowledgement of complaint	Same Day when complaint is received by the Designated officer through any source	Station house officer or	Deputy Commissioner of police or

			Incharge of any Saanjh Kendra	Sr. Supdt. of Police
2.	Addition of retainer in Arms license	30 days	Deputy Commissioner of Police	Commissioner of Police
3.	Addition of weapon (if the license issuing district is the same where service has been sought)	15 days from expiry of the mandatory notice period of 45 days as provided under Arms Act.	Deputy Commissioner of Police	Commissioner of Police
4.	Allotment of Title of Printing Press	15 days	Deputy Secretary Home	ACS (H)
5.	Application for extension of Jurisdiction (Punjab)	20 days	Deputy Commissioner of Police	Commissioner of Police
6.	Appointment of Retainer of weapon	15 days	Deputy Commissioner of Police	Commissioner of Police
7.	Cancellation of Arms License on the request of the licensee	15 days	Deputy Commissioner of Police	Commissioner of Police
8.	Change of Address in Arms License	30 days	Deputy Commissioner of Police	Commissioner of Police
9.	Change of bore	10 days	Deputy Commissioner of Police	Commissioner of Police
10.	**<u>Citizenship Cases</u>** Deputy Commissioner to forward the Citizenship Case to Govt. of Punjab	60 Days	Deputy Commissioner	ACS(H)
11.	**<u>Citizenship Cases</u>** State Government forward the Citizenship Cases to MHA	30 Days	Deputy Secretary	ACS(H)
12.	Copy of FIR or DDR	Immediate/ Online	Station House officer of the concerned Police Station or Incharge of Police Station Saanjh Kendra	Deputy Supdt. of Police
13.	Copy of untraced report in cases pertaining to stolen vehicles (from registration of FIR)	45 days	Station House officer of the concerned Police Station or Incharge of Police Station Saanjh Kendra	Deputy Supdt. of Police Incharge of Sub Division
14.	Copy of untraced report in road accident cases (from Registration of FIR)	45 days	Station House officer of the concerned Police Station or	Deputy Supdt. of Police Incharge of Sub Division

			Incharge of Police Station Saanjh Kendra	
15.	Copy of untraced report in theft cases (from registration of FIR)	60 days	Station House officer of the concerned Police Station or Incharge of Police Station Saanjh Kendra	Deputy Supdt. of Police Incharge of Sub Division
16.	Counter signing of document	7 days	Addl. Deputy Commissioner of Police (Hqrs) or Superintendent of Police (Hqrs)	Deputy Commissioner of police or Sr. Supdt. of Police
17.	Deletion of retainer in Arms License	05 days	Deputy Commissioner of Police	Commissioner of Police
18.	Deletion of weapon (if the license issuing district is the same where service has been sought)	7 days from expiry of the mandatory notice period of 45 days as provided under Arms Act.	Deputy Commissioner of Police	Commissioner of Police
19.	Entry of weapon on arms license	7 days	Deputy Commissioner of Police	Commissioner of Police
20.	Extension of purchase period of weapon (within permissible time period and if the license issuing district is the same where service has been sought	15 days	Deputy Commissioner of Police	Commissioner of Police
21.	Extension of residential permit of Foreigners	5 days	Addl. Deputy Commissioner of Police (Hqrs) or Superintendent of Police (Hqrs)	Deputy Commissioner of police or Sr. Supdt. of Police
22.	Issuance of Duplicate Arms License	10 days	Deputy Commissioner of Police	Commissioner of Police
23.	Issuance of new arms license	60 days	Deputy Commissioner of Police	Commissioner of Police
24.	Issuance of NOC for setting up of Cinema Hall	30 days i) 15 days time for obtaining NOC from various department by the office of Police Commissionerate. ii) 15 days time to deliver the service	Deputy Commissioner of Police	Commissioner of Police
25.	MRG enquiry in case of loss of passport abroad	21 days	Addl. Deputy Commissioner of Police (Hqrs) or Superintendent of Police (Hqrs)	Deputy Commissioner of police or Sr. Supdt. of Police

26.	**<u>No objection Cerificate - NORI (No obligation to return to India)</u>** Deputy Commissioner to forward the case to the State Government	14 Days	Deputy Commissioner	ACS(H)
27.	**<u>No objection Cerificate - NORI (No obligation to return to India)</u>** State Government forward the NOC for NORI to MHA	7 Days	Deputy Secretary	ACS(H)
28.	No Objection Certificate from the district where the agency intends to operate its business	21 days	Addl. Deputy Commissioner of Police (Hqrs) or Supdt of Police (Hqrs)	Deputy Commissioner of Police or Sr. Supdt. of Police
29.	NOC for fairs/ melas/ exhibitions / sports events, etc	10 days	Addl. Deputy Commissioner of Police (Hqrs) or Superintendent of Police (Hqrs)	Deputy Commissioner of Police or Sr. Superintendent of Police
30.	NOC for issuance / renewal of License of Arms Dealers	30 days	Deputy Commissioner of Police or Superintendent of Police (Hqrs)	Commissioner of police or Sr. Supdt. of Police
31.	NOC for pre-owned vehicle	05 days	Station House officer of the concerned Police Station or Incharge of Police Station Saanjh Kendra	Deputy Supdt. of Police Incharge of Sub Division
32.	NOC for sale of weapon	10 days	Deputy Commissioner of Police	Commissioner of Police
33.	NOC for use of loud speakers (applicable only in case of SDM obtains NOC from the concerned SHO before granting permission)	10 days	Addl. Deputy Commissioner of Police (Hqrs) or Superintendent of Police (Hqrs)	Deputy Commissioner of Police or Sr. Superintendent of Police
34.	Other services related with passport (Report for loss of passport, nativity certificate)	21 days	Addl. Deputy Commissioner of Police (Hqrs)	Deputy Commissioner of police

			or Superintendent of Police (Hqrs)	or Sr. Supdt. of Police
35.	Other verification related services	30 days	Station House officer of the Police Station concerned or Incharge of Police Station Saanjh Kendra	Deputy Supdt. of Police Incharge of Sub Division
36.	Permission for deposit of weapon in death case	07 days	Deputy Commissioner of Police	Commissioner of Police
37.	Permission of addition of cartridges	20 days	Deputy Commissioner of Police	Commissioner of Police
38.	Permission of sale / transfer of weapon in death case	20 days	Deputy Commissioner of Police	Commissioner of Police
39.	Police clearance certificate (for private employment, etc)	10 days	Station House Officer of the Police Station concerned or Incharge of Sub Division Saanjh Kendra	Deputy Superintendent of police Inchage of Sub Division
40.	Police record checking (for newly appointed persons in government and semi government department etc.	10 days	Asstt. Commissioner of Police Sub Division or Deputy Superintendent of Police Sub Division	Deputy Commissioner of police or Sr. Supdt. of Police
41.	Police record checking for passport applicants	21 days	Deputy Commissioner of Police or Superintendent of Police (Hqrs)	Commissioner of police or Sr. Supdt. of Police
42.	Registration of foreigners (Arrival / departure)	Immediate	Addl. Deputy Commissioner of Police (Hqrs) or Superintendent of Police (Hqrs)	Deputy Commissioner of police or Sr. Supdt. of Police
43.	Renewal in case of licensee has shifted his residence from the license issuing district to another district	30 days i) 05 days for the forwarding district to the original license issuing district. ii) 20 days for sending verification report by the original license issuing district to the forwarding district. iii) 05 days for delivery of service by the forwarding district.	Deputy Commissioner of Police	Commissioner of Police

44.	Renewal of Arms Licence	22 days i) 02 days for referring the case for verification ii) 15 days time for verification by police iii) 05 days time for delivery of service by the designated officer after verification	Deputy Commissioner of Police	Commissioner of Police
45.	Renewal of arms license (in the case where the applicant applies for renewal after due date)	40 days i) 03 days for referring case by the licensing authority. ii) 15 days for verification by the police department. iii) Additional 15 days for providing an opportunity of personal hearing by the licensing authority. iv) 07 days time for delivery of service by Designated Officer.	Deputy Commissioner of Police	Commissioner of Police
46.	Renewal of Arms license in the case where an adverse report is received from the Police and an opportunity of being heard has to be given to the Licensee before taking any action as provided under Arms Act.	Additional 60 days	Deputy Commissioner of Police	Commissioner of Police
47.	Security guard (if resident of Punjab)	10 days	Assistant Commissioner of Police (Hqrs) or Deputy Supdt. of Police (Hqrs)	Addl. Deputy Commissioner of Police (Hqrs) or Supdt. of Police (Hqrs)
48.	Security guard (if resident of other state than Punjab)	05 days after receiving from concerned state	Assistant Commissioner of Police (Hqrs) or Deputy Supdt. of Police (Hqrs)	Addl. Deputy Commissioner of Police (Hqrs) or Supdt. of Police (Hqrs)
49.	Status of complaint	30 days	Station house officer or Incharge of any Saanjh Kendra	Deputy Supdt of Police incharge of Sub Division
50.	Stranger verification (after receiving the verification from other District/State of which the stranger is residing)	05 days	Station House officer of the Police Station concerned	Deputy Supdt. of Police Incharge of Sub Division
51.	Tenant / servant verification (if resident of local area)	10 days	Station House officer of the Police Station concerned or Incharge of Police Station Saanjh Kendra	Deputy Supdt. of Police Incharge of Sub Division
52.	Tenant / servant verification (if resident of other district / state	05 days	Station House officer of the concerned	Deputy Supdt. of Police Incharge of Sub Division

	and after receiving the verification from other district/ state)		Police Station or Incharge of Police Station Saanjh Kendra	
53.	To forward the cases of allotment of Title of News papers/Magazines to Govt. of Punjab	30 days	District Magistrate	ACS (H)
54.	To forward the cases of allotment of Title of News papers/Magazines to The Registrar of Newspaper, Govt. of India, New Delhi	15 days	Deputy Secretary Home	ACS (H)
55.	To forward the cases of allotment of Title of Printing Press to Govt. of Punjab	30 days	District Magistrate	ACS (H)
56.	Travel Agency's Police Verification	21 days	SP (Local) or ACP (Local)	SSP Or the DCP
57.	Verification for fresh arms license	45 days	Deputy Commissioner of Police or Superintendent of Police (Hqrs)	Commissioner of police or Sr. Supdt. of Police
58.	Verification of antecedents of the proprietor or each partner / director / share holder, by the local police of the place of residence of the concerned individual (if resident of Punjab)	21 days	Addl. Deputy Commissioner of Police (Hqrs) or Supdt of Police (Hqrs)	Deputy Commissioner of Police or Sr. Supdt. of Police
59.	Verification of antecedents of the proprietor or each partner / director / share holder, by the local police of the place of residence of the concerned individual (if resident of other state than Punjab)	05 days after receiving from the concerned state	Addl. Deputy Commissioner of Police (Hqrs) or Supdt of Police (Hqrs)	Deputy Commissioner of Police or Sr. Supdt. of Police
60.	**Visa Extension Cases (LTV)** FRO/SSP office after verification of documents forward the LTV case to State Government	30 Days	FRO/SSP	ACS(H)
61.	**Visa Extension Cases (LTV)** State Government forward the LTV case to MHA(First	15 Days	Deputy Secretary	ACS(H)

	Visa Extension)/Issue the Visa Extension			

Housing and Urban Development

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Attested copy of any Documents	3 days	Superintendent	Additional Chief Administrator
2.	Change of Ownership	5 days	Estate Officer	Additional Chief Administrator
3.	Demarcation of Plot	5 days	Sub Divisional Officer (Building)	Additional Chief Administrator
4.	Issue of Completion / Occupation Certificate for Building	15 days	SDO Building	Additional Chief Administrator
5.	Issue of Conveyance Deed	15 days	Estate Officer	Additional Chief Administrator
6.	Issue of No Due Certificate	5 days	Account Officer	Estate Officer
7.	Issue of No Objection Certificate / Duplicate Allotment / Re-allotment Letter	10 days (No objection certificate)/3 days (Duplicate allotment letter)/10 days (Re-allotment letter)	Superintendent	Estate Officer
8.	Issue of permission for mortgage	7 days	Superintendent	Estate Officer
9.	Issue of Plinth/Roof Level Certificate	7 days	Sub divisional officer (Building)	Additional Chief Administrator of the District Concerned
10.	Sanction of Building Plans – Authority, Revised Building Plans (Commercial)	30 days	SDO Building	Additional Chief Administrator
11.	Sanction of Building Plans – Authority, Revised Building Plans (Residential)	30 days	SDO Building	Additional Chief Administrator
12.	Transfer of property in case of death (uncontested) a. All legal heirs b. Registered Will c. Un-registered Will	 a. 30 days b. 30 days c. 45 days	Estate Officer	Additional Chief Administrator
13.	Transfer of Property in case of sale (NOC)	10 days	Superintendent	Estate Officer
14.	Water Supply and Sewerage connection	7 days	Sub Divisional Officer (Public Health)	Additional Chief Administrator

Industries & Commerce (Directorate)

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Allotment of plots	45 days from close of advertisement inviting applications and another 15 days for issuance of allotment letter by Department of Industries & Commerce	Managing Director Punjab Small Industries & Export Corporation	Director of Industries & Commerce Punjab
2.	Approval for Boiler manufacturer and renewal thereof	30 days after from application submission	Director of Boilers, Punjab	Director of Industries & Commerce, Punjab
3.	Approval for Repairer & Renewal thereof	30 days after from application submission	Director of Boilers, Punjab	Director of Industries & Commerce, Punjab

4.	Certification/Inspection of Boilers	32 days from the date of receipt of application from the concerned Industrial Unit.	Director Boiler, Punjab, Jalandhar	Industrial Adviser , Department of Industries Punjab
5.	Grant of Conveyance deed to the allottees of Industrial Plot in the State for the first time on successful start of industrial activity and payment of Govt. dues.	32 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
6.	Grant of License under Lubricating and Grease Control Order, 1987.	17 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
7.	Incentives under Single window - Approval by District Level Committee	30 days	Member Secretary of District Level Committee	Deputy Commissioner of District Concerned
8.	Incentives under Single window - Approval by State Level Committee	30 days	Member Secretary of District Level Committee	Director, Department of Industries & Commerce
9.	Incentives under Single window - Issuance of Eligibility Letter/Sanction letter (After the approval from District Level Committee)	10 days	Member Secretary of District Level Committee	Deputy Commissioner of District Concerned
10.	Incentives under Single window - Issuance of Eligibility Letter/Sanction letter (After the approval from State Level Committee)	10 days	Member Secretary of District Level Committee	Director, Department of Industries & Commerce
11.	Incentives under Single window - Scrutiny of I-CAF (audit report certification/ recommendations given by the empanelled CA's) and submitted Fiscal Incentive Application Forms	60 days	Convener of Scrutiny Committee	General Manager, District Industries Centre Concerned.
12.	Issuance of I-Card to Handloom Weavers and Artisans	12 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
13.	Issuance of No Due Certificate	17 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
14.	Issue of No Due Certificate to the outstanding loanees who have availed Loans from the Department under Punjab State Aid to Industries Act, 1935, Seed Margin Money and Handloom cases.	17 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)

15.	Mortgage/ First Charge on Industrial Plots.	17 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
16.	NOC/Permission for sale of Industrial Plot in Industrial Area, Industrial Estate and Industrial Development Colony.	12 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
17.	Permission for Change of End Product in Focal Points	9 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
18.	Permission for renting of portion of Industrial Plot in Focal Points.	17 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
19.	Registration Boilers	30 days after from intimation of completion of erection work	Director of Boilers, Punjab	Director of Industries & Commerce, Punjab
20.	Registration Boilers	30 days after from intimation of completion of erection work	Director of Boilers, Punjab	Director of Industries & Commerce, Punjab
21.	Registration of New firm/ Partnership Firm	Head Quarter: 17 days	Registrar	Director Industries
22.	Registration of New Firms	Head Quarter: 17 days	Registrar	Director Industries
23.	Registration of Societies - Registration of Societies under the Society Registration Act, XXI of 1860 at District level	12 days	General Manager	Deputy Commissioner of the District concerned
24.	Registration of Societies - Registration of Societies under the Society Registration Act, XXI of 1860 at HQ level	17 days	Registrar Firms & Societies , Punjab, Chandigarh	Director of Industries & Commerce Punjab
25.	Registration of Societies under the Society Registration Act, XXI of 1860 at District level	12 days	General Manager	Additional Deputy Commissioner (General)
26.	Registration of Societies under the Society Registration Act, XXI of 1860 at HQ level	17 days	Registrar Firms & Societies , Punjab, Chandigarh	Director of Industries & Commerce Punjab
27.	Transfer of Industrial Plots where conveyance deed has already been executed in Industrial Area, Industrial Estates and Industrial Development Colony in the State of Punjab (through GPA)	i) Un disputed- 7 days ii)Disputed- 45 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)
28.	Transfer of Industrial Plots where conveyance deed has already been executed in Industrial Area, Industrial Estates and Industrial	i) Un disputed- 7 days ii) Disputed- 45 days	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)

	Development Colony in the State of Punjab (within family/blood relation)			
29.	Transfer of Industrial Plots where conveyance deed has already been executed in Industrial Area, Industrial Estates and Industrial Development Colony in the State of Punjab(through original allottee)	i) Un disputed- 7 days ii) Disputed- 45 days -	General Manager, District Industries Center concerned.	Additional Deputy Commissioner (General)

Industries and Commerce (Infotech)

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Allotment of plots	47 days from close of advertisement inviting applications and another 15 days for issuance of allotment letter by Punjab Infotech.	DGM, Punjab Infotech	GM, Punjab Infotech
2.	Approval/ Sanction of Building Plans	30 days	DGM, Punjab Infotech	GM, Punjab Infotech
3.	Change in Name, Style & Construction	15 days	DGM, Punjab Infotech	GM, Punjab Infotech
4.	Conversion from Leasehold to Freehold	30 days	DGM, Punjab Infotech	GM, Punjab Infotech
5.	Conversion from Shed to Plot	30 days	DGM, Punjab Infotech	GM, Punjab Infotech
6.	Issuance of acceptance letter for OTS after receipt of application with requisite down payment.	9 days	DGM, Punjab Infotech	GM, Punjab Infotech
7.	Issuance of Duplicate documents	15 days	DGM, Punjab Infotech	GM, Punjab Infotech
8.	Issuance of No Due Certificate	17 days	DGM, Punjab Infotech	GM, Punjab Infotech
9.	NOC/ Permission to sale of industrial plot	23 days	DGM, Punjab Infotech	GM, Punjab Infotech
10.	Permission from renting of portion of industrial Plot	15 days	DGM, Punjab Infotech	GM, Punjab Infotech
11.	Permission to mortgage (Free hold)	15 days	DGM, Punjab Infotech	GM, Punjab Infotech
12.	Permission to mortgage (Lease hold)	15 days	DGM, Punjab Infotech	GM, Punjab Infotech
13.	Providing of calculations for OTS amount after receipt of a request in this regard.	4 days from the date of receipt of application from the concerned Loanee /Industrial Unit.	DGM, Punjab Infotech	GM, Punjab Infotech
14.	Purchase of Additional FAR	30 days	DGM, Punjab Infotech	GM, Punjab Infotech
15.	Registration of Lease deed/ Conveyance deed	30 days	DGM, Punjab Infotech	GM, Punjab Infotech
16.	Reply to the Bond-holders in respect of non-receipt of	9 days	DGM, Punjab Infotech	GM, Punjab Infotech

	payment against bonds or any other query of the bond-holders.			
17.	Transfer of industrial plot through GPA	32 days.	DGM, Punjab Infotech	GM, Punjab Infotech
18.	Transfer of industrial plot through original Allottee	32 days	DGM, Punjab Infotech	GM, Punjab Infotech
19.	Transfer of plot within family/blood relation	32 days	DGM, Punjab Infotech	GM, Punjab Infotech

Industries and Commerce (PSIEC)

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Conversion from lease to Free hold	30 days	Managing Director	MD, PSIEC
2.	Extension in time period for possession	15 days	Chief General Manager (Estate)	AMD, PSIEC
3.	Issuance of duplicate title documents	15 days	Estate Officer	AMD, PSIEC
4.	Issuance of No Due Certificate	15 days	Estate Officer	AMD, PSIEC
5.	Land Allotment	45 days from the date of finalization of auction	AMD, PSIEC	MD, PSIEC
6.	Mortgage 1st Charge	15 days	Chief General Manager (Estate)	AMD, PSIEC
7.	NOC/ Permission to sale of industrial plot	21 days	Addl. Managing Director	MD, PSIEC
8.	Registration of Lease/Conveyance Deed	15 days	Estate Officer	AMD, PSIEC
9.	Sanction of Water Supply and Sewerage Connection	10 days	Executive Engineer	AMD, PSIEC
10.	Transfer of industrial plot through GPA	30 days.	Addl. Managing Director	MD, PSIEC
11.	Transfer of industrial plot through original allottee	30 days	Addl. Managing Director	MD, PSIEC
12.	Transfer of plot within family/blood relation	30 days	Addl. Managing Director	MD, PSIEC

Labour

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948	30 days	Joint Director of Factories, Punjab	Additional Director of Factories, Punjab
2.	License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	30 days	Assistant Labour Commissioner/ Labour-cum-conciliation Officer	Additional Labour Commissioner, Punjab
3.	Registration and grant and renewal of license under The Factories Act, 1948	15 days	Joint Director of Factories, Punjab	Additional Director of Factories, Punjab

4.	Registration of establishment under the Inter State Migrant Workmen(RE&CS)Act,1979	30 days	Assistant Labour Commissioner/ Labour-cum-conciliation Officer	Additional Labour Commissioner, Punjab
5.	Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	30 days	Assistant Labour Commissioner/ Labour-cum-conciliation Officer	Additional Labour Commissioner, Punjab
6.	Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	30 days	Assistant Labour Commissioner/ Labour-cum-conciliation Officer	Additional Labour Commissioner, Punjab
7.	Registration under The Shops and Establishment Act, 1958	1 days	Labour Inspector	Additional Labour Commissioner, Punjab

Local Government

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Approval for time extension for building plans	17 days	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
2.	Approval of Additional Construction	32 days	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
3.	Approval of Sewerage Disconnection / Reconnection	9 days	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
4.	Approval of Water Disconnection/ Reconnection	7 days	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
5.	Change of Title in Water & Sewerage Bill / Water & Sewerage Bill Amendment	9 days	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
6.	Collection of property tax	One hour or immediately when deposited	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/

				Nagar Panchayats
7.	Conveying the Assessment regarding Property Tax	One hour or immediately when deposited	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
8.	Issuance of Allotment Letters	62 days after auction / sold	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
9.	Issuance of Possession Letters	32 days after allotment letter of sold property	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
10.	Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations	14 days	Superintendent of the Municipal Committees or Municipal Corporations Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
11.	Issue of Conveyance Deed in Municipal Committees and Municipal Corporations	17 days	Executive Officer of Municipal Committees or Assistant Commissioners of Municipal Corporations Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
12.	Issue of Bus Pass (for buses operated by the ULB)	Same day	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
13.	Issue of Completion / Occupation Certificate for Buildings (All Categories)	32 days	Commissioner of the Municipal Corporation Concerned in Corporation Cities and Executive Officer of the Municipal Council Concerned in Municipal Towns	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
14.	Issue of Completion/ Occupation Certificate For Buildings (All Categories)	17 days	Executive Officer of the Improvement Trust Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
15.	Issue of Conveyance Deed	17 days	Executive Officer of the Improvement Trust Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
16.	Issue of No Due Certificate	9 days	Executive Officer of the Improvement Trust	Deputy Commissioner in case of Municipal

			Concerned	Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
17.	Issue of No Objection Certificate / Duplicate Allotment / Re-allotment Letter	23 days	Executive Officer of the Improvement Trust Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
18.	Issue of NOC for Fire Safety	32 days	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
19.	Issue of permission for mortgage	9 days	Executive Officer of the Improvement Trust Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
20.	License for Slaughter house	32 days	Additional/ Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
21.	Removal of Solid waste from streets/roads	4 days	Executive Officer	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
22.	Replacement of Street Lights	12 days	Executive Officer	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
23.	Sanction of Building Plans/ Revised Building Plans (Other than Residential)-in Municipal Corporation Cities	62 days	Commissioner of the Municipal Corporation concerned in Corporation cities and Executive Officer of the Municipal Council Concerned in Municipal Towns	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
24.	Sanction of Building Plans/ Revised Building Plans (Residential) – In Improvement Trust Areas	32 days	Executive Officer of the Improvement Trust concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
25.	Sanction of Building Plans/ Revised Building Plans (Residential)-in Municipal Corporation Cities	32 days	Commissioner of the Municipal Corporation concerned in Corporation cities and Executive Officer of the Municipal Council Concerned in	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/

			Municipal Towns	Nagar Panchayats
26.	Sanction of Building Plans/ Revised Building Plans (Other Than Residential)- In Improvement Trust Areas.	62 days	Executive Officer of the concerned Improvement Trust	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
27.	Sanction of Change of Land Use	62 days	Additional/Joint Commissioner in case of Municipal Corporations & EO in case of Municipal Committees/ Improvement Trusts	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
28.	Sanction of Water Supply / Sewerage Connection in M.C. Towns	9 days	Assistant Municipal Engineer of the Municipal Corporation concerned.	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
29.	Sanction of Water Supply/ Sewerage Connection In Corporation Cities	9 days	Executive Engineer (O& M) of the Municipal Corporation concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
30.	Sanction of Water Supply/Sewerage connection in the Improvement Trusts	9 days	Executive Officer of Improvement Trust Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
31.	Transfer of property in case of death (uncontested)	47 days	Executive Officer of the Improvement Trust Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
32.	Transfer of property in case of sale	17 days	Executive Officer of the Improvement Trust Concerned	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats
33.	Water pipes leakages/ Sewerage/ Blocked/ Over flow	24 hours	Executive Officer	Deputy Commissioner in case of Municipal Corporations and the Sub Divisional Magistrate in case of Municipal Councils/ Nagar Panchayats

Medical Education and Research/ Punjab Medical Council

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Additional of higher Qualification Registration Certificate	15 days	Registrar, Punjab Medical Council	D.R.M.E
2.	Issuance of Duplicate Registration Certificate and Other Certificates etc.	15 days	Registrar, Punjab Medical Council	D.R.M.E
3.	Issuance of Good Standing Certificate	15 days	Registrar, Punjab Medical Council	D.R.M.E
4.	Issuance of NOC for Registration in other States.	15 days	Registrar, Punjab Medical Council	D.R.M.E
5.	Permanent Registration (who are already registered provisionally by Punjab Medical Council)	15 days	Registrar, Punjab Medical Council	D.R.M.E
6.	Permanent Registration (who have already been registered provisionally/permanently by other States Medical Council) – on receipt of NOC from the Medical Council of Concerned State	30 days	Registrar, Punjab Medical Council	D.R.M.E
7.	Provisional /Permanent Registration (in case of Graduate from other Countries) – on receipt of verification of Degree from the concerned Embassy	30 days	Registrar, Punjab Medical Council	D.R.M.E
8.	Provisional Registration (In case of Graduate from Punjab State)	15 days	Registrar, Punjab Medical Council	D.R.M.E
9.	Provisional Registration (in case of Graduates from other States) on receipt of NOC from the Medical Council of Concerned State	30 days	Registrar, Punjab Medical Council	D.R.M.E
10.	Renewal of Registration	15 days	Registrar, Punjab Medical Council	D.R.M.E

Medical Education and Research / Punjab State Dental Council

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Issuance of Duplicate Certificate and Other Certificates	7 days	Registrar, Punjab State Dental Council	D.R.M.E
2.	Issuance of Good Standing Certificate	7 days	Registrar, Punjab State Dental Council	D.R.M.E
3.	Issuance of Smart Card	7 days	Registrar, Punjab State Dental Council	D.R.M.E
4.	Issue of NOC to Candidates qualified from Punjab for "Registration in other States."	7 days	Registrar, Punjab State Dental Council	D.R.M.E
5.	New Registration: Applied from Other Countries	15 days (After Verification of DMC/Degree from the concerned Colleges and Universities)	Registrar, Punjab State Dental Council	D.R.M.E

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
6.	New Registration-Other States (BDS, MDS, Dental Mechanic and Dental Hygienist)	15 days (After Verification of DMC/Degree from the concerned Colleges and Universities)	Registrar, Punjab State Dental Council	D.R.M.E
7.	New Registration-Punjab State (BDS, MDS, Dental Medicine and Dental Hygienist)	7 days	Registrar, Punjab State Dental Council	D.R.M.E
8.	Renewal of Registration	3 days	Registrar, Punjab State Dental Council	D.R.M.E
9.	Restoration of Registration Punjab State Dental Council	15 days	Registrar, Punjab State Dental Council	D.R.M.E

Medical Education Research/ Medical Superintendent, Guru Nanak Dev Hospital, Amritsar & Rajindra Hospital, Patiala

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Attempt Certificate	3 days	Principal	D.R.M.E
2.	Character Certificate	3 days	Principal	D.R.M.E
3.	Issuance of Death/Birth Certificate	7 days for the death and birth certificate and 15 days for correction in death and birth certificate	Sub Registrar, Death and Birth	Medical Superintendent

Medical Education and Research/ Council of Homeopathic Systems of Medicines Punjab

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Provisional Registration	15 days	Registrar, Council of Homeopathic System of Medicine Punjab	D.R.M.E
2.	(a) Registration for Candidates of Punjab State. (b) Registration for Candidates of Other States.	15 days (After the receipt of verification from the concerned State)	Registrar, Council of Homeopathic System of Medicine Punjab	D.R.M.E
3.	Renewal of Registration	30 days	Registrar, Council of Homeopathic System of Medicine Punjab	D.R.M.E
4.	Verification of NOC, Qualification and Registration	15 days (In case of already renewed cases) 15 days (After renewal in case of not already renewed cases)	Registrar, Council of Homeopathic System of Medicine Punjab	D.R.M.E

Medical Education and Research/ Punjab Nurses Registration Council

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Forwarding Certificate for verification with-in India (DC Office/Hospitals Concerned)	30 days	Registrar, Punjab Nurses Registration Council	President/D.R.M.E

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
2.	Forwarding Certificate for Verification to other Countries	30 days	Registrar, Punjab Nurses Registration Council	President/D.R.M.E
3.	Issuance of Detailed Marks Certificate (ANM, GNM)	30 days (After the Declaration of Result)	Registrar, Punjab Nurses Registration Council	President/D.R.M.E
4.	Issuance of Diploma Certificate (ANM and GNM)	30 days	Registrar, Punjab Nurses Registration Council	President/D.R.M.E
5.	Issuance of NOC for Transfer of Registration to other States	30 days	Registrar, Punjab Nurses Registration Council	President/D.R.M.E
6.	Issuance of NOC on demand for Transfer of Registration from other States	30 days	Registrar, Punjab Nurses Registration Council	President/D.R.M.E
7.	Issuance of Registration Certificate (ANM, GNM. B.Sc Nursing, Post Basic B.Sc Nursing and M.Sc Nursing)	30 days	Registrar, Punjab Nurses Registration Council	President/D.R.M.E

Medical Education and Research /Punjab State Pharmacy Council

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Addition of higher Qualification	60 days (After the verification of qualification/result from the concerned authority)	Registrar, Punjab State Pharmacy Council	D.R.M.E
2.	Fresh Registration	60 days (After the receipt of verification of result and approval of Sub-Committee)	Registrar, Punjab State Pharmacy Council	D.R.M.E
3.	Issuance of Good Standing Certificate	30 days	Registrar, Punjab State Pharmacy Council	D.R.M.E
4.	Issue of NOC to Candidates qualified from Punjab State for Registration in other States.	60 days	Registrar, Punjab State Pharmacy Council	D.R.M.E
5.	Providing duplicate copy of Registration Certificate	30 days	Registrar, Punjab State Pharmacy Council	D.R.M.E
6.	a) Renewal of registration with-in 5 years b) Renewal of registration after 5 years	60 days	Registrar, Punjab State Pharmacy Council	D.R.M.E
7.	Registration of candidates from other States	(a) Online verification:- 30 days (b) Result of Boards which are not available :- 60 days	Registrar, Punjab State Pharmacy Council	D.R.M.E

Medical Education and Research/ Board of Ayurvedic and Unani Systems of Medicines Punjab

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Addition of Qualification	30 days (After the verification of result from the colleges/universities and approval of Sub-Committee)	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
2.	Declaration of examination resuilt (D. Pharmacy and Ayurveda UpVaid)	60 days (After the declaration of result)	Member Secretary, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
3.	Enrollment of Candidates after Admission	60 days after new admission	Member Secretary, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
4.	Good Professional Certificate for further studies Abroad.	30 days	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
5.	Issuance of Diploma Certificate	30 days (After the completion of Internship)	Member Secretary, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
6.	Issuance of Duplicate Diploma Certificate	30 days	Member Secretary, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
7.	Issuance of Duplicate DMC	30 days	Member Secretary, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
8.	Issuance of Transcript Certificate	30 days	Member Secretary, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
9.	Issue of NOC to Candidates qualified from Punjab for "Registration in other States."	30 days	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
10.	Permanent Registration	30 days	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
11.	Permanent Registration of Upvaids	30 says	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
12.	Provisional Registration	15 days	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
13.	Registration of UpVaids	30 says	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
14.	Registration of Candidates qualified from other States/ Board	30 days (After the verification of result from the colleges/universities and approval of Sub-Committee)	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
15.	Renewal Registration of Upvaids after every 5 years	30 days	Registrar, Board of Ayurvedic and Unani System of Medicine	D.R.M.E

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
			Punjab	
16.	Result Verification	20 days	Member Secretary, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E
17.	Updation of Registration	30 days	Registrar, Board of Ayurvedic and Unani System of Medicine Punjab	D.R.M.E

Punjab Pollution Control Board

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Authorization under E-Waste (Management & Handling) Rules, 2011	30 days	Chairman	Secretary, Science, Technology and Environment
2.	Authorization under the Hazardous Waste (Management, Handling & Transboundary movement) 2008	30 days	Senior Environmental Engineer	Senior Environmental Engineer
3.	Consent to establish' (NOC) to Large Scale Green Category Industry	15 days	Chief Environmental Engineer	Member Secretary
4.	Consent to establish' (NOC) to Large Scale Orange Category Industry	21 days	Chief Environmental Engineer	Member Secretary
5.	Consent to establish' (NOC) to Large Scale Red Category Industry having total cost of project upto Rs.15 crores	21 days	Member Secretary	Chairman
6.	Consent to establish' (NOC) to Large Scale Red Category Industry having total cost of project more than Rs.15 crores	21 days	Chairman	Secretary, Science, Technology & Environment
7.	Consent to establish' (NOC) to Medium Scale Green Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
8.	Consent to establish' (NOC) to Medium Scale Orange Category Industry	21 days	Chief Environmental Engineer	Member Secretary
9.	Consent to establish' (NOC) to Medium Scale Red Category Industry	21 days	Chief Environmental Engineer	Chief Environmental Engineer
10.	Consent to establish' (NOC) to Small Scale Green Category Industry	15 days	Environmental Engineer	Senior Environmental Engineer
11.	Consent to establish' (NOC) to Small Scale Orange Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
12.	Consent to establish' (NOC) to small Scale Red Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
13.	Consent to operate to Large Scale Green Category Industry	15 days	Chief Environmental Engineer	Member Secretary
14.	Consent to operate to large Scale Orange Category Industry	30 days	Chief Environmental Engineer	Member Secretary
15.	Consent to operate to Large Scale Red Category Industry having total cost of project upto Rs. 15 crore	30 days	Member Secretary	Chairman
16.	Consent to operate to Large Scale Red Category Industry having total cost of project more than Rs. 15 crore	30 days	Chairman	Secretary, Science, Technology & Environment
17.	Consent to operate to Medium Scale Green Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
18.	Consent to operate to Medium Scale Orange Category Industry	30 days	Chief Environmental Engineer	Member Secretary
19.	Consent to operate to Medium Scale Red Category Industry	30 days	Chief Environmental Engineer	Member Secretary
20.	Consent to operate to Small Scale Green Category Industry	15 days	Environmental Engineer	Senior Environmental Engineer
21.	Consent to operate to Small Scale Orange Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
22.	Consent to operate to small Scale Red Category Industry	30 days	Senior Environmental Engineer	Chief Environmental Engineer
23.	Registration for manufacture of Carry Bags & Multi Layered Plastic under Plastic Wastes (management & Handling) Rules, 2011	30 days	Environmental Engineer	Senior Environmental Engineer (HQ)

Power/Electricity

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Approval of supply/Use of power from roof top Solar Photo voltaic projects installed by consumers as	Within 30 days	Nodal Officer/ Commercial	Consumer Disputes Settlement Committee

	per Net Metering Policy notified by PSERC			
2.	Distribution Transformer failure	Cities and towns/ urban areas-within 24 hours Rural Area:- Within 48 hours.	JE / Incharge of area	Consumer Disputes Settlement Committee
3.	**Complaints about Consumer's Bills & Restoration of Supply:** Resolution of complaints of disputed electricity bill	i) Within 24 Hours if no additional information is required. ii) Within 7 days if additional information is required.	ARA/RA	Consumer Disputes Settlement Committee
4.	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
5.	Conversion from LT to HT or vice Versa	Within 60 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
6.	Conversion from HT to EHT or vice versa	Within 120 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
7.	Erection of Sub station required for release of supply	Within the time period approved by the Commission	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
8.	Implementation of Permanent Disconnection Order (PDCO) on the request of the Consumer.	Within 7 days	AE/AEE incharge	Consumer Disputes Settlement Committee
9.	Issue of NOC for release of connections in the colonies being developed by Developers/ Builders/ societies/ Owners/ Associations of Residents	Within 45 days	Nodal Officer/ Commercial	Consumer Disputes Settlement Committee
10.	**Meter Complaints:** Inspection and replacement of slow, fast/creeping, stuck up meters.	Inspection within 7 days and replacement within 10 days of receipt of complaint	JE / Incharge of area	Consumer Disputes Settlement Committee
11.	Power Transformer failure(with primary voltage upto 66000 volts)	Within 15 days	Sr. Xen /Grid Const.	Consumer Disputes Settlement Committee
12.	**Period of Schedule Outage:** Maximum duration in a single stretch	Not to exceed 6 hours in a day during from Apr to Oct & 10 hrs in a day during the months from Nov. to March	JE / Incharge of area	Consumer Disputes Settlement Committee
13.	Restoration of Supply	By not later than 6.00 P.m.	JE / Incharge of area	Consumer Disputes Settlement Committee
14.	Replacement of burnt meters	Within 5 days	JE / Incharge of area	Consumer Disputes Settlement Committee
15.	Release of new connection/additional load/demand feasible from existing network: Release of supply	Within 7 days for DS/NRS Within 15 days for other than DS/NRS	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee

16.	Release of supply low tension	Within 30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
17.	Release of supply-High Tension 11000 volts	Within 45 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
18.	Release of supply-High Tension 33000 volts	Within 75 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
19.	Release of supply-Extra High Tension	Within 90 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
20.	Street Light Faults	i)Rectification of line faults within 4 hours ii) Replacement of the defective units within 24 hours	JE / Incharge of area	Consumer Disputes Settlement Committee
21.	**Shifting of Meter/Service Connection & Other services:** **Shifting of Meter within premises.**	Within 3 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
22.	Shifting of service Connection LT connection HT connection	 10 days 20 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
23.	Shifting of LT/HT lines upto 11KV	Within 20 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
24.	Shifting of HT/EHT line exceeding 11 KV	Within 30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
25.	Shifting of distribution Transformer	Within 30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
26.	**Transfer of title and conversion of services:** Transfer of title and/or change of category	Within 7 days in case of LT consumer and 14 days in case HT/EHT consumers	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
27.	Reconnection of supply following disconnection due to non-payment of bills	Within 24 hours	JE/ Incharge of area	Consumer Disputes Settlement Committee
28.	Refund/adjustment of arrears on account of energy bills	Within 15 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
29.	Refund/Closing of consumer's accounts against deposit works after completion of work/release of connection etc.	Within 60 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
30.	Underground cable breakdowns	Cities, towns/ urban and rural area-Within 24 hours.	JE / Incharge of area	Consumer Disputes Settlement Committee
31.	**Voltage fluctuations :** No expansion/ enhancement of the network involved.	Within 2 days	JE / Incharge of area	Consumer Disputes Settlement Committee

32.	Testing of challenged meter in ME Lab on the request of consumer			
	I. LT meters	Within 15 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
	II. HT / EHT	Within 30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
33.	Replacement of damaged/burnt CT/PT Units			
	I. 11 KV	15 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
	II. 66 KV & above	30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
34.	Testing of private meter in ME Lab after deposit of testing fee by the consumer			
	I. LT meters	15 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
	II. HT / EHT	30 days	AE/AEE incharge of area/function	Consumer Disputes Settlement Committee
35.	To issue No Objection / Consent within 12 working days for allowing Open Access to consumers by SLDC.	12 days	Sr. Xen/ Open Access	Consumer Disputes Settlement Committee
36.	Normal fuse off call/complaint	Cities and towns/ urban areas- within 4 hours. Rural Area:- Within 8 hours.	Concerned Lineman	Consumer Disputes Settlement Committee
37.	Overhead line breakdowns	Cities and towns/ urban areas-within 8 hours Rural Area:- Within 12 hours.	JE / Incharge of area	Consumer Disputes Settlement Committee
38.	Breakdowns due to breakage of poles	Cities and towns/ urban areas- within 12 hours Rural Area:- Within 24 hours.	JE / Incharge of area	Consumer Disputes Settlement Committee
39.	Certification of electrical installation above 500 KVA.	7 working days	Chief Electrical Inspector	Principal Secretary, Power
	Certification of electrical installation above 100 KVA and upto 500 KVA	7 working days	Executive Engineer	Chief Electrical Inspector
	Certification of electrical installation above 100 KVA	7 working days	Assistant Electrical Engineer	Executive Engineer
40.	Electricity Duty :-		Chief Electrical Inspector	Principal Secretary, Power
	To issue the exemption order for payment of Electricity Duty	21 days from the date of receipt of all the documents.		
	To issue the refund order for the already paid Electricity Duty (If applicable)	21 days after the verification of the claim documents submitted to this department by the concerned office of PSPCL		

Public Works Department

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1	Issue NOC for the FCA proposal to Forest Department for '236 a' above.	15 days	Executive Engineer Concerned	Superintendent Engineer Concerned
2	Right of Way for obtaining electricity connection	21 days	Executive Engineer Concerned	Superintendent Engineer Concerned

Revenue

Sr No.	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Affidavit Attestation	1 days	EM/Tehsildar/ Naib Tehsildar	SDM of Sub Division concerned
2.	Allotment of Title For Newspaper/Magazine (Approval from SDM)	7 days	SDM of Sub Division concerned	Addl. Deputy Commissioner (G)
3.	Attestation of documents	5 days	Executive Magistrate Sub Division concerned	SDM of Sub Division concerned
4.	Attestation of Indemnity Bond	5 days	Tehsildar of the Sub-Division concerned	SDM of the Sub-Division concerned
5.	Attestation of Surety Bonds in New Parole Cases	5 days	Executive Magistrate Sub Division concerned	SDM of Sub Division concerned
6.	Attestation of Surety Bonds in Old Parole Cases	5 days	Executive Magistrate Sub Division concerned	SDM of Sub Division concerned
7.	Attestation of un- contested mutations	30 days	Circle Revenue Officer	SDM of Sub Division concerned
8.	Backward Area Certificate	15 days	Tehsildar of Sub-Division concerned	SDM of Sub Division concerned
9.	Bet Area Certificate	15 days	Tehsildar of Sub-Division concerned	SDM of Sub Division concerned
10.	Border Area Certificate	15 days	Tehsildar of Sub-Division concerned	SDM of Sub Division concerned
11.	Certificate for Hindu Dogra Community	7 days	Tehsildar of Sub-Division concerned	SDM of Sub Division concerned
12.	Certified Copies of all documents at Village level i.e. Record of Rights (Jamabandi) Girdawri, Mutation, etc. (if the copies sought are manual)	10 days	Patwari/Kanungo	CRO of the Sub-Division concerned
13.	Certified Copies of all documents at Fard Centre i.e. Record of Rights (jamabandi), Girdawri, mutation etc.	3 days	Duty Patwari or ASM of the Fard Centre	CRO of the Sub-Division concerned
14.	Certified Copies of all kinds of previously registered documents	9 days	Sub-Registrar or Joint Sub-Registrar (in case of Sub Tehsils)	SDM of Sub Division concerned
15.	Copy of Sanad	3 days	Astt. Collector First Grade cum Tehsildar/ Naib Tehsildar of Sub Division concerned	SDM of Sub Division concerned
16.	Copying service	13 days	Senior Asstt. of branch concerned	District Revenue Officer
17.	Counter Signing of Educational qualification documents	15 days	Asstt. Commissioner (G)	Addl. Deputy Commissioner (G)
18.	Countersigning of Affidavit	3 days	Asstt. Commissioner (G)	Addl. Deputy Commissioner (G)
19.	Countersigning of Divorce Certificate	3 days	Asstt. Commissioner (G)	Addl. Deputy Commissioner (G)

20.	Countersigning of Documents of NRI	3 days	Asstt. Commissioner (G)	Addl. Deputy Commissioner (G)
21.	Countersigning of Police Clearance Certificate	10 days	Asstt. Commissioner (G)	Addl. Deputy Commissioner (G)
22.	Countersigning of Registry	3 days	Asstt. Commissioner (G)	Addl. Deputy Commissioner (G)
23.	Countersigning of Translation of Certificates	3 days	Asstt. Commissioner (G)	Addl. Deputy Commissioner (G)
24.	Demarcation of Land	45 days (Where Police help is required within 15 days from the date of orders of Concerned District Magistrate for such Police help)	Circle Revenue Officer	SDM of the Sub-Division concerned
25.	Dependent Certificate	21 days	Tehsildar of the Sub-Division concerned	SDM of the Sub-Division concerned
26.	Endorsement of SPA/GPA	10 days	Deputy Commissioner of the District Concerned	Commissioner of Division
27.	Entry of Mortgage	7 days	Circle Revenue Officer	SDM of the Sub-Division concerned
28.	Evaluation of Landed/Immoveable Property	7 days	Circle Revenue Officer	SDM of the Sub-Division concerned
29.	Identity Card to Nambardar	5 days	Tehsildar of the Sub-Division concerned	SDM of the Sub-Division concerned
30.	Inspection of Revenue Records	7 days	Circle Revenue Officer	SDM of the Sub-Division concerned
31.	Issuance of New Emigration Consultants Licence	45 days	DM/ADM	Principal Secretary Home, Govt. of Punjab
32.	Issuance of New Licence for Travel Agent	30 days	DM/ADM	Principal Secretary Home Govt. of Punjab
33.	Issuance of Non-Encumbrance Certificate	5 days	Sub-Registrar/Joint Sub Registrar	SDM of the Sub Division concerned
34.	Issue and Renewal of Deed Writer License	5 days	Registrar	Commissioner
35.	Issue and Renewal of Stamp Vendor License	10 days	Collector	Commissioner
36.	Issue of Income Certificate	15 days	Tehsildar of the Sub-Division concerned	SDM of the Sub-Division concerned
37.	Kandi Area Certificate	15 days	Tehsildar of the Sub-Division concerned	SDM of the Sub-Division concerned
38.	Low Income Certificate	15 days	Tehsildar of the Sub-Division concerned	SDM of the Sub-Division concerned
39.	Nationality Certificate	15 days	Asstt. Commissioner (G)	Addl. Deputy Commissioner (G)
40.	Natural Heir Certificate	15 days	Tehsildar of the Sub-Division concerned	SDM of the Sub-Division concerned
41.	Permission for DJ	10 days	SDM of the Sub-Division concerned	Addl. Deputy Commissioner (G) of the District concerned.
42.	Private Partition of Land (with mutual consent of landowners)	30 days	Circle Revenue Officer	SDM of the Sub-Division concerned
43.	Renewal of Photostate Licence	10 days	Distt. Nazir	Assistant Commissioner (G)
44.	Renewal of Typist Licence	10 days	Distt. Nazir	Assistant Commissioner (G)
45.	Revenue officials will demarcate the land jointly with Forest Department and Land Owners for 'A' above	30 days	Field Kanungo/ Patwari	Naib Tehsildar/ Tehsildar

Rural Development

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Issuance of Job Card under MGNREGA	15 Days	Sarpanch	BDPO-cum -Program Officer MGNREGA
2.	Rural Area Certificate	17 days	BDPO	DDPO

Rural Water Supply and Sanitation

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1	Sanction of Water Supply Connection	7 days	Sub-Divisional Engineer	SDM of the Sub-Division Concerned

School Education/ Punjab School Education Board

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Duplicate Certificate with change in particulars e.g. correction in DOB, Mother's name, Father's name etc	45 days	Superintendent (duplicate Certificate Branch) PSEB	Secretary of the Punjab School Education Board
2.	Government Schools/Aided Schools	7 days	Headmaster/ Headmistress/ Principal	DPI(S)
3.	Issuance of Original Migration Certificate/Detailed Marks Cards.	15 days	Superintendent (Examination Branch) PSEB	Secretary of the Punjab School Education Board
4.	Issuance of Duplicate Certificate	20 days	Superintendent(duplicate Certificate Branch)PSEB	Secretary of the Punjab School Education Board
5.	Publication of Text Books	4 Months	Chairman, Punjab School Education Board	Secretary, School Education
6.	School Leaving Certificate **:** After Schools & Boards Adarsh Schools	7 days	Headmaster/ Headmistress/ Principal	Secretary of the Punjab School Education Board
7.	Verification of Certificates	21 days	Superintendent (Verification Branch) PSEB	Secretary of the Punjab School Education Board

Science and Technology

Sr. No.	Name of the service	Given Time limit (Working days)	Designated officer	Appellate Authority
1.	Authorization under Bio Medical Wastes Management Rules, 2016 more than 50 beds but upto 200 beds.	30 days	Senior Environmental Engineer	Chief Environmental Engineer
2.	Authorization under Bio Medical Wastes Management Rules, 2016 more than 200 beds but upto 500 beds.	30 days	Chief Environmental Engineer	Member Secretary
3.	Authorization under Bio Medical Wastes Management Rules, 2016 more than 500 beds.	30 days	Member Secretary	Chairman

4.	Authorization under Bio Medical Wastes Management Rules, 2016 Upto 50 beds to HCEs and lab and Blood Banks, Pathological lab, Veterinary Institutions.	30 days	Environmental Engineer	Senior Environmental Engineer
5.	Authorization under E-Waste Management Rules, 2016	30 days	Chairman	Secretary, Science, Technology and Environment
6.	Authorization under the Hazardous Waste (Management, Handling & Transboundary movement) Rules, 2016 to small scale category industry	30 days	Senior Environmental Engineer	Chief Environmental Engineer
7.	Authorization under the Hazardous Waste (Management, Handling & Transboundary movement) Rules, 2016 to medium scale category industry	30 days	Chief Environmental Engineer	Member Secretary
8.	Authorization under the Hazardous Waste (Management, Handling & Transboundary movement) Rules, 2016 to large scale category industry	30 days	Chairman	Secretary, Science, Technology and Environment
9.	Consent to establish' (NOC) to Large Scale Green Category Industry	15 days	Chief Environmental Engineer	Member Secretary
10.	Consent to establish' (NOC) to Large Scale Orange Category Industry	21 days	Chief Environmental Engineer	Member Secretary
11.	Consent to establish' (NOC) to Large Scale Red Category Industry having total cost of project upto Rs.15 crores	21 days	Member Secretary	Chairman
12.	Consent to establish' (NOC) to Large Scale Red Category Industry having total cost of project more than Rs.15 crores	21 days	Chairman	Secretary, Science, Technology & Environment
13.	Consent to establish' (NOC) to Medium Scale Green Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
14.	Consent to establish' (NOC) to Medium Scale Orange Category Industry	21 days	Chief Environmental Engineer	Member Secretary
15.	Consent to establish' (NOC) to Medium Scale Red Category Industry	21 days	Chief Environmental Engineer	Member Secretary
16.	Consent to establish' (NOC) to Small Scale Green Category Industry	15 days	Environmental Engineer	Senior Environmental Engineer
17.	Consent to establish' (NOC) to Small Scale Orange Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
18.	Consent to establish' (NOC) to small Scale Red Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
19.	Consent to operate to Large Scale Green Category Industry	15 days	Chief Environmental Engineer	Member Secretary
20.	Consent to operate to large Scale Orange Category Industry	30 days	Chief Environmental Engineer	Member Secretary
21.	Consent to operate to Large Scale Red Category Industry	30 days	Member Secretary	Chairman

	having total cost of project upto Rs. 15 crore			
22.	Consent to operate to Large Scale Red Category Industry having total cost of project more than Rs. 15 crore	30 days	Chairman	Secretary, Science, Technology & Environment
23.	Consent to operate to Medium Scale Green Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
24.	Consent to operate to Medium Scale Orange Category Industry	30 days	Chief Environmental Engineer	Member Secretary
25.	Consent to operate to Medium Scale Red Category Industry	30 days	Chief Environmental Engineer	Member Secretary
26.	Consent to operate to Small Scale Green Category Industry	15 days	Environmental Engineer	Senior Environmental Engineer
27.	Consent to operate to Small Scale Orange Category Industry	15 days	Senior Environmental Engineer	Chief Environmental Engineer
28.	Consent to operate to small Scale Red Category Industry	30 days	Senior Environmental Engineer	Chief Environmental Engineer
29.	Registration for Producers, Recyclers, Manufacturers for Manufactured/ Recycling of Carry Bags & Multi Layered Plastics under Plastic Wastes Management Rules, 2016 as amended in 2018.	30 days	Environmental Engineer	Senior Environmental Engineer
30.	Registration of Brand- Owners under Plastic Wastes Management Rules, 2016 as amended in 2018	30 days	Chairman	Secretary, Science, Technology and Environment

Social Security and Women and Child Development

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Disbursement of old age/ handicapped / widow/ other pension and benefits -New Cases	30 days from the date of sanction subject to availability of funds.	District Social Security Officer/CDPO	Deputy Commissioner of the District Concerned
2.	Half Bus Fare facility to Women above 60 years	7 days (After the approval of Block Samiti)	Child Development Project Officer	Deputy Commissioner of the District Concerned
3.	Sanction of Old age pension scheme rural area	32 days	District Social Security Officer of the District Concerned	Deputy Commissioner of the District Concerned
4.	Sanction of Old age pension scheme urban area	32 days	District Social Security Officer of the District Concerned	Deputy Commissioner of the District Concerned
5.	Sanction of Dependent children pension scheme rural area	32 days	Executive officer of the municipal council/Nagar Panchayat or Sub-divisional Magistrate	Deputy Commissioner of the District Concerned
6.	Sanction of Dependent children pension scheme urban area	32 days	Child development project officer of district Social Security Officer	Deputy Commissioner of the District Concerned
7.	Sanction of Disabled person pension scheme rural area	32 days	District Social Security Officer of the District Concerned	Deputy Commissioner of the District Concerned
8.	Sanction of Disabled person pension scheme urban area	32 days	District Social Security Officer of the District Concerned	Deputy Commissioner of the District Concerned

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
9.	Sanction of Scholarship to physically challenged	30 days	District Social Security Officer	Deputy Commissioner of the District Concerned
10.	Sanction of scholarship to physically challenged – New Cases	30 days from the date of sanction subject to availability of funds.	District Social Security Officer	Deputy Commissioner of the District Concerned
11.	Sanction of Widow/destitute pension scheme rural area	32 days	District Social Security Officer of the District Concerned	Deputy Commissioner of the District Concerned
12.	Sanction of Widow/destitute pension scheme urban area	32 days	District Social Security Officer of the District Concerned	Deputy Commissioner of the District Concerned
13.	Senior citizen identity card	9 days	District Social Security Officer of the District Concerned	Deputy Commissioner of the District Concerned

Technical Education & Industrial Training

Sr. No	Name of the service	Given time limit (working days)	Designated Officer	Appellate Authority
1.	Award of Provisional Diploma Certificate and Character Certificate to eligible candidates.	Within 3 days from the date of receipt of application	Principal of Institution Concerned	Additional Director of wing concerned (Technical Education wing/ Industrial Training Wing)
2.	Issuance of different types of certificates to students of ITIs/Polytechnic Institutions	Within 3 days from the date of receipt of application	Principal	Additional Deputy Commissioner General of district concerned
3.	Issue of duplicate certificates / verification of certificates to students of Industrial Training Institutes (I.T.Is)	Within 7 days after the receipt of application	Controller Examination (ITI), PSBTE&IT	Secretary of PSBTE&IT
4.	Issue of official transcript of certificates of students	Within 15 days from date of receipt of Application.	Controller of Exam. of the university Concerned	Registrar of the university/Board Concerned
5.	Issue of Provisional Degree and Migration certificate and Attestation of DMCs/Degree.	Within 3 days from the receipt of application.	Controller of Exam. of the university Concerned	Registrar of the university Concerned
6.	Result declaration of (Re-evaluation)	Within 21 days from date of receipt of requisite Re-evaluation form. (Time line/ period is not applicable to discrepancy cases)	Controller of Exam of the university Concerned	Registrar of the university/Board Concerned
7.	Verification of Diploma/Degree Certificates	Within 3 days after the confirmation from Board/Concerned University application	Director Technical Education	Secretary, Technical Education
8.	Verification of qualification certificates and issue of Detail Marks Card.	Within 10 days from date of receipt of Application.	Controller of Examination of the University/Board Concerned	Registrar of the University/Board Concerned

Transport

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Addition / Deletion of Hire Purchase Entry	3 days	Registering Authority (RTA in case of district HQ and SDM in case of Sub-Division)	Additional Deputy Commissioner (General) of the District Concerned
2.	Issuance of Fitness Certificate For Commercial Vehicle - (Heavy Motor Vehicle Manual/Automated)	9 days	Motor Vehicle Inspector	Additional Deputy Commissioner (General) of the District Concerned
3.	Issuance of Fitness Certificate For Commercial Vehicle - (Medium Motor Vehicle Manual/Automated)	9 days	Motor Vehicle Inspector	Additional Deputy Commissioner (General) of the District Concerned
4.	Issuance of Fitness Certificate For Commercial Vehicle - (Three Wheeler Or Quadricycle Or LMV)	9 days	Motor Vehicle Inspector	Additional Deputy Commissioner (General) of the District Concerned
5.	Issue of Driving License - Motor Car / Motor Cycle	7 days	Licensing Authority (RTA in case of District HQ and SDM in case of Sub- Division)	Additional Deputy Commissioner (General) of the District Concerned
6.	Issue of Route Permit or National Permit	7 days	Secretary, Regional Transport Authority	Additional Deputy Commissioner (General) of the District Concerned
7.	Issue of Tax Clearance Certificate (For Period Beyond Two Years)	23 days	Section Officer, RTA Office	Additional Deputy Commissioner (General) of the District Concerned
8.	Issue of Tax Clearance Certificate (For Period Upto 2 Years From The Date of Application)	9 days	Section Officer, RTA Office	Additional Deputy Commissioner (General) of the District Concerned
9.	Registration Certificate of Vehicles (Non Transport)	21 days	Registering Authority (RTA in case of District HQ and SDM in case of Sub- Division)	Additional Deputy Commissioner (General) of the District Concerned
10.	Registration Certificate of Vehicles (Transport)	21 days	Registering Authority (RTA of the Concerned district)	Additional Deputy Commissioner (General) of the District Concerned
11.	Renewal of Driving License	7 days	Registering Authority(RTA in case of District HQ and SDM in case of Sub-Division)	Additional Deputy Commissioner (General) of the District Concerned
12.	Transfer of Vehicle (if the place of registration is the same place)	7 days	Registering Authority (RTA in case of District HQ and SDM in case of Sub-Division)	Additional Deputy Commissioner (General) of the District Concerned

Town and Country Planning

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	CLU (Where Master Plan is notified and Outside master plan/ Local	23 days	Senior Town Planner	Chief Town Planner, Punjab

	Planning areas). Residential or Industrial colony and Industrial Stand alone project, Institutional (except schools) upto 25 acres and commercial project (Stand Alone) upto 02 Acers)		Concerned	
2.	CLU (Where Master Plan is notified and Outside master plan/ Local Planning areas). School upto 05 Acers	23 days	Senior Town Planner Concerned	Chief Town Planner, Punjab
3.	CLU (Where Master Plan is notified and Outside master plan/ Local Planning areas). Schools above 05 Acers- upto 25 Acers	23 days	Senior Town Planner Concerned	Chief Town Planner, Punjab
4.	CLU (Where Master Plan is notified but master plan is yet to be prepared). Industrial/ Institutional (except Schools Project (Stand Alone) upto 2.5 Acers	23 days	Senior Town Planner Concerned	Chief Town Planner, Punjab
5.	CLU (Where Master Plan is notified but master plan is yet to be prepared). Schools upto 5 Acers	23 days	Senior Town Planner Concerned	Chief Town Planner, Punjab
6.	CLU (Where Master Plan is notified). Marriage Palaces (new)- upto 2.5 Acers	23 days	Senior Town Planner Concerned	Chief Town Planner, Punjab
7.	CLU (Where Master Plan is notified). Marriage Palaces (new)- above 2.5 Acers	23 days	Senior Town Planner Concerned	Chief Town Planner, Punjab
8.	Issue of Completion/Partial Completion certificate above 10000 square meters	30 days	Chief Town Planner	Director Town and Country Planning , Punjab
9.	Issue of Completion/Partial Completion Certificate: up to 500 sq. meters	15 days	District Town Planner Concerned	Concerned Senior Town Planner
10.	Issue of Completion/Partial Completion Upto 5000 – 10000 Sq. mtrs	45 days	Chief Town Planner, Punjab	Director Town and Country Planning, Punjab
11.	Issue of Completion/Partial Completion upto 500 -5000 Sq. mtrs.	23 days	Chief Town Planner, Punjab.	Director Town & Country Planning Pb.
12.	Land use classification	5 days	District Town Planner Concerned	Concerned Senior Town Planner
13.	NOC in case of Petrol Pump/ Rice Sheller/Brick Kiln	15 days	District Town Planner Concerned	Concerned Senior Town Planner
14.	Sanction of Building Plans above 5000 sq. mtrs	15 days	District Town Planner Concerned	Concerned Senior Town Planner
15.	Sanction of building plans above 10000 square meters	60 days	Chief Town Planner, Punjab	Director Town and Country Planning , Punjab

16.	Sanction of Building Plans above 500 sq mtrs to 5000 Sq. mtrs	15 days	Senior Town Planner Concerned	Chief Town Planner, Punjab.
17.	Sanction of Building plans for Marriage Palaces falling under Local Planning Area or outside Master Plans	15 days	Chief Town Planner, Punjab	Director Town and Country Planning, Punjab
18.	Sanction of Building plans for Marriage Palaces falling under notified Master Plans	15 days	District Town Planner Concerned	Chief Town Planner, Punjab
19.	Sanction of Building Plans upto 500 Sq. mtrs	15 days	District Town Planner Concerned	Concerned Senior Town Planner

Welfare of SCs,BCs and Minorities

Sr. No	Name of the Service	Given time limit (Working Days)	Designated Officer	Appellate Authority
1.	Aashirwad Scheme	47 days i) For sanction of case : within 45 days after submission of the required papers in all respect ii) For disbursement of Financial Assistance, within 30 days subject to the availably of funds	District Welfare Officer	Director, Welfare
2.	Disbursement of Stipend etc.-new cases	60 days from the date of sanction subject to availability of funds.	District Welfare Officer	Additional Deputy Commissioner
3.	Issuance of Caste Certificate (General)	17 days	Tehsildar of the Sub-Division Concerned	SDM of the Sub-Division Concerned
4.	Issuance of Caste certificate OBC/BC	17 days	Tehsildar of the Sub-Division Concerned	SDM of the Sub-Division Concerned
5.	Issuance of Caste certificate SC	17 days	Tehsildar of the Sub-Division Concerned	SDM of the Sub-Division Concerned
6.	Post Matric Scholarship to OBC	32 days	District Welfare Officer	Additional Deputy Commissioner
7.	Post Matric Scholarship to SC	32 days	District Welfare Officer	Additional Deputy Commissioner
8.	Sanction of Stipend etc.-new cases	60 days from date of application sanction	District Welfare Officer	Additional Deputy Commissioner
9.	Sanction of stipends/ Scholarship	1(one) Month	District Welfare Officer	Additional Deputy Commissioner
10.	Supply of Text Books	15 days before the start of school classes	District Welfare Officer	Additional Deputy Commissioner
11.	Term Loan Scheme for BC	47 days Grant Based Scheme I) For Sanction of loan: within 45 days after submission of required paper in all respect II) For disbursement of loans: within 60 days after release of	Executive Director	Chairman

		funds by the Govt. and further , after submission of the required papers (Mortgage)		
12.	Term Loan scheme for SC	47 days Grant Based Scheme i) For Sanction of loan: within 45 days after submission of required paper in all respect ii) For disbursement of loans: within 60 days after release of funds by the Govt. and further , after submission of the required papers (Mortgage)	Executive Director	Chairman

NOTE:

a) In case services are sought through Sewa Kendras, 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 In-charge of the Sewa Kendras, as the case may be, would be jointly and severally responsible for the delivery of such service.

b) The time fixed for delivery of services would start from the expiry of notice period, wherever prescribed under the Act/ Rules.

c) For all purposes with regard to the implementation of the Punjab Transparency and Accountability in Delivery of Public Service Act, 2018, 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*.

d) 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.

e) The Government fee of public services, as notified by the concerned department, shall be applicable.

Chandigarh,
The 5-2-19

Seema Jain, IAS
Principal Secretary to Government of Punjab

No.5/7/2018-2GR-2/ 153 **Chandigarh, the** 5-2-19

A copy is forwarded to all the Additional Chief Secretaries, Financial Commissioners, Principal Secretaries, Administrative Secretaries in the State of Punjab for necessary action.

Additional Secretary

No.5/7/2018-2 GR-2/ 154 **Chandigarh, the** 5-2-19

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

Additional Secretary

No.5/7/2018-2GR-2/ 155 **Chandigarh, the** 5-2-19

A copy is forwarded to Controller, Printing & Stationery, Punjab with the request to publish this notification in the Punjab Government Gazette (Extra-ordinary) and 3000 copies of this notifications may please be sent to this department.

Additional Secretary