

PART III
GOVERNMENT OF PUNJAB

DEPARTMENT OF GOVERNANCE REFORMS AND PUBLIC GRIEVANCES
(GOVERNANCE REFORMS- 2 BRANCH)

NOTIFICATION

The 16th September, 2021

No. G.S.R. 147/P.A. 16/2018/S.20/2021.-In exercise of the powers conferred by section 20 of the Punjab Transparency and Accountability in Delivery of Public Service Act, 2018 (Punjab Act No. 16 of 2018), and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, namely :-

RULES

1. *Short title and commencement.*— (1) These rules may be called the Punjab Transparency and Accountability in Delivery of Public Service Rules, 2021.

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

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

- (i) "Act" means the Punjab Transparency and Accountability in Delivery of Public Service Act, 2018;
- (ii) "Form" means the Form appended to these rules; and
- (iii) "section" means the section of the Act.

(2) Words and expressions used but not defined in these rules shall have the meanings respectively assigned to them in the Act.

3. *Format of application form and necessary documents required to be attached.*— Section

(1) The public authority concerned shall notify digital / paper-based application form along with a list of valid documents required to be enclosed therewith for obtaining every public service.

3 and 6

(2) The checklist of documents to be furnished along with the application form shall be mentioned in the form itself.

(3) The application form shall be in Punjabi or English language.

(4) The application form shall be available at the office of the Designated Officer and at the Sewa Kendras.

(5) Downloadable copy of the said application form shall also be made available on the website/ portal of the public authority.

(6) All information relating to the notified public services, application forms and documents required for obtaining it, shall be displayed on the Notice Board,—

- (i) by the Designated Officer and the Appellate Authorities, outside their offices or any other conspicuous place in the office area; and
- (ii) by the in-charge of Suvidha Centre, Fard Kender and Sanjh Kendra outside these centres.

(7) All public authorities shall take necessary steps to lessen the burden of the applicant with regard to submission of various certificates, documents, affidavits etc. for obtaining public services and shall endeavor to obtain or verify such information and documents directly from the concerned public authorities electronically, wherever possible.

(8) The public authority shall endeavor to provide an option for ‘Tatkal’ service, wherever possible, and provide such choice in the application form for which the eligible person shall be required to make such payment as may be notified by the Department concerned.

4. *Receipt and acknowledgement of application.*— (1) An eligible person shall submit an application form or service request to the Designated Officer or to a person subordinate to him authorized to receive the application form along-with necessary documents for obtaining the public service under the Act. Section 6

(2) The application form or service request can be made in paper or through electronic mode.

(3) The acknowledgement of the application form or service request shall be issued to the eligible person, which shall be duly signed by the Designated Officer or the subordinate official authorized by him, specifying date, time and place of receipt, unique number, office stamp/ name of the official receiving the application form or service request, stipulated time limit within which the applied service shall be provided to the eligible person.

(4) If the application form is received manually, the acknowledgement of the same shall be given manually. If the application form is received through digital mode, the acknowledgement shall be through email or SMS or any other electronic means. Online acknowledgement shall also be treated as acknowledgement given to the eligible person.

5. *Intimation of rejection of application.* — (1) In case, where the concerned Designated Officer, for valid reasons, comes to the conclusion that the applied service cannot be provided to the applicant, the same shall be intimated to the applicant with Section 6

reasons, in writing and /or through short message service in case the mobile number is given in application form, within a stipulated time limit. If the application is made online, then rejection order shall be sent to the applicant online through email or short message service.

(2) The Designated Officer shall not raise piecemeal objections on such application and the objections, if any, shall be conveyed at the first instance.

6. *Maintenance of records of services.*— (1) Every Designated Officer shall maintain a record of services applied for in Form-I, preferably in electronic format. Section 6 (3)

(2) The Designated Officer shall send electronically, on monthly basis, a list of applied for cases, disposed of cases, pending cases as well as the action taken report in respect of delayed or rejected cases, as the case may be, to the Additional Deputy Commissioner (General)-Cum-Nodal Officer/ Head of the concerned public authority, who shall consolidate the data before sending it to the Commission through electronic mode in Form-II.

7. *Procedure for appeal to the Appellate Authority.*— (1) An appeal to the Appellate Authority under section 8 shall be filed in Form III, either manually or online. Section 8

(2) The notice of hearing of the appeal shall be served upon the applicant at least ten days in advance, in any of the following manners, namely: —

- (i) by hand delivery through special messenger; or
- (ii) by registered post with due acknowledgement; or
- (iii) online through official email or short message service or any other recognized or approved electronic means; or
- (iv) in case of government servant, through his controlling officer or online or email or short message service.

8. *Penalty for default or delay on the part of the Designated Officer or his subordinate officers/officials.*— The concerned authority to which a copy of the order of the Appellate Authority and Commission have been marked, shall recover the amount of penalty from the next salary or remuneration of the Designated Officer and /or any other officer/official involved in the process of providing such services, as decided by the Appellate Authority. The penalty so recovered, shall be deposited in the Bank account of the Commission and a copy of receipt of deposit shall be forwarded to the Appellate Authority and the Commission. Section 10

9. *Removal and suspension of the Chief Commissioner of the Commission.*— The Chief Commissioner may be removed from his office by an order by the Section 14

Government on the ground of proven misbehaviour or incapacity after an inquiry to be held by the Government in which he was informed of the charges against him and given a reasonable opportunity of being heard in respect of such charges.

10. *Procedure for revision before the Commission.* — (1) An application for revision shall be made to the Commission in Form IV. Section 16

(2) The applicant shall enclose a self-attested copy of the order of the Appellate Authority against which the revision has been filed.

(3) After receiving the application under sub-rule (1), the Commission shall send notice of the same to the party concerned either,-

- (i) dasti i.e. through the party filing the revision; or
- (ii) by registered post with acknowledgement; or
- (iii) through e-mail.

(4) While deciding any application, in order to ascertain the facts, the Commission may authorize an officer to enquire into the matter. The officer, to whom such an inquiry has been entrusted, shall submit report to the Commission within a period of fifteen days.

(5) The Commission shall decide the application in view of the relevant record available before it.

11. *Suo-moto notice by the Commission.*—The Commission may take suo-moto notice in such cases where the applications or appeals are not decided by the Designated Officer or the Appellate Authority within the stipulated period and there is unreasonable delay in disposal of such applications or appeals. On finding any lapse, the Commission may pass appropriate orders in this regard as it may deem fit. Sections 16 and 20

12. *Records of revision or suo-moto cases by the Commission.*—The Commission shall maintain a complete record of the revision or suo-moto cases in Form V, either manually or in electronic form in separate registers. Sections 16 and 20

13. *Power to relax.*—Where the Government is of the opinion that it is necessary or expedient so to do, it may by order, for reasons to be recorded in writing, relax any of the provisions of these rules with respect to anyone. Section 20

Form I

[see rule 6(1)]

Service-wise register to be maintained by the Designated Officer

Office of :

Serial No.	Name of the applicant with address/mobile no/e-mail I.D	Details of public service sought	Acknowledgement Unique No. and Date	Stipulated Time	Date of Delivery	Remarks/ Reasons
1	2	3	4	5	6	7

Form II

[see rule 6(2)]

MIS Report Format for Punjab Transparency & Accountability Commission (PTAC)
for the Month of _____

Name of Department

Serial No.	Name of Service	Previous pending Applications as on 1st of the month	Appli- cations received during the month	Total appli- cations	Applications disposed off during the month	Total No. of pending applications within timeline	No. of pending appli- cations beyond timeline	Total No. of pending applications beyond 30 days of Notified Timeline
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Form III

[See rule 7]

Form of appeal to the Appellate Authority.

Before the (Designation and office address of the
Appellate Authority)

.....(Name and address of the eligible person)

..... (Name and address of the Designated Officer)

(1) Date of application submitted before
Designated Officer for providing service

(2) Acknowledgement Unique No. and Date

(3) Details of public service required

(4) Stipulated time limit

(5) Date of intimation of rejection of application
received by the eligible person, if any

(6) Date of decision of Designated Officer

(7) Grounds for Appeal

(i) Public service not provided within stipulated time; or

(ii) Rejection of Application

(iii) Service not provided at all

(8) Relief sought

(9) Any other information necessary for
filling appeal

List of self certified Documents enclosed.

(1).....

(2).....

Declaration

The particulars given above are true and correct to the best of my knowledge,
information and belief.

Dated the day of 20 (year)

Signature of the applicant.

Mobile No.

e-mail I.D

Form IV
[see rule 10]
Form for Revision

Before the (Designation and office address of the Commission)
.....(Name and address of the eligible person)
..... (Name and address of the Designated Officer/
the Appellate Authority)

(1) Date of revision

(2) Date of acknowledgement

(3) Details of public service required

(4) Stipulated Time

(5) Date of making application to Designated Officer

(6) Date of Disposal of Application, if any

(7) Date of filling appeal

(8) Date of order of Appeal, if any

(9) Decision of the Appellate Authority

(10) Grounds for Appeal

(i) Public service not provided within stipulated time; or

(ii) Rejection of Application

(iii) Service not provided at all

(11) Any other information necessary for filling a revision

List of Self Certified Documents enclosed.

(1).....

(2).....

Declaration

The particulars given above are true and correct to the best of my knowledge, information and belief.

Dated the day of 20 (year)

Signature of the applicant

Mobile No.

e-mail I.D

Form V

[see rule 12]

A. Register of Suo-Moto cases to be maintained by the Commission

Serial No.	Department	Date of receipt	Name, mobile no., email ID and address of the applicant	Public service requested	Name of the designated officer/ Appellate Authority	Order passed	Details of fine, if any imposed or collected
1							

B. Register of revision cases to be maintained by the Commission

Serial No.	Department	Date of receipt of revision	Name, mobile no., email ID and address of the eligible person	Public service requested	Name of the designated officer/ Appellate Authority	Order passed	Details of fine, if any imposed or collected
1							

Chief Commissioner,
Punjab Transparency and Accountability Commission.

ANIRUDH TEWARI, IAS,
Additional Chief Secretary to Govt. of Punjab,
Department of Governance Reforms
and Public Grievances.