

PUNJAB RIGHT TO SERVICE COMMISSION

OBLIGATION OF PUBLIC AUTHORITIES UNDER SECTION 4 OF THE “RIGHT TO INFORMATION ACT , 2005”

MANUAL No.-I

The particulars of its organization, functions and duties.

Punjab Government, with a view to provide delivery of services to the people of the State within time limits, notified Punjab Right to Service Ordinance on 14/7/2011. The Ordinance came into force w.e.f. 28th July, 2011 when 67 services were notified under Section 3. Soon after, Punjab Right to Service Act-2011 (PRTS Act-2011) was passed by the State Assembly and thus, came into effect on 20th October, 2011.

As per Section 12 and 13 of the PRTS Act-2011, there is a provision to constitute Punjab Right to Service Commission (PRTSC) consisting of 1 Chief Commissioner and 4 Commissioners who would look after the task of effective implementation of the Act. Accordingly the Commission has been constituted on 23 Nov, 2011

As regards duties, functions and powers of the Punjab Right to Service Commission, the following provision has been made under Section -17 of the Punjab Right to Service Act, 2011:-

“Section 17 (1) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose the Commission may,-

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

- e) recommend changes in procedures for delivery of services which will make the delivery more transparent and easier;

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

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

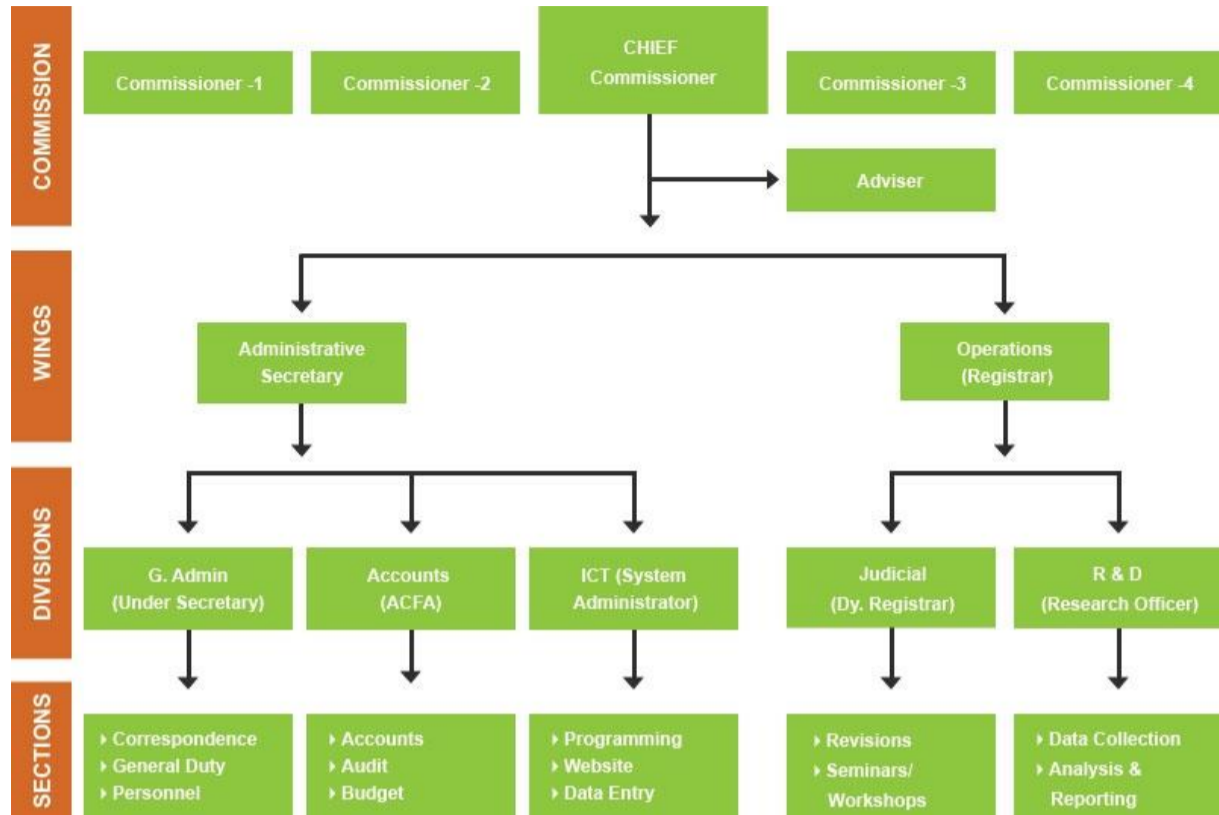
2) Where the Commission is satisfied that there are reasonable grounds to inquire into a matter arising out of the provisions of this Act, it may, suo moto, initiate an inquiry in respect thereof.

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

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

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

Organizational Structure of the Punjab Right To Service Commission



MANUAL No.-II

THE POWERS AND DUTIES OF ITS OFFICERS AND EMPLOYEES;

S.No.	Designation	Powers and Duties
1	Chief Commissioner	General Superintendence, Direction and Management of affairs of the Commission. Cognizance of Revisions and Complaints and their disposal. Submission of Annual Report to the Government.
2	Commissioners	Cognizance of Revisions and Complaints and their disposal.
3	Secretary Appellate Authority (RTI Act)	1. General Administration 2. To Act as Appellant Authority under the Right to Information Act, 2005
4	Superintendent-1	1. Incharge of General Administration Branch 2. To work as PIO under the Right to Information Act, 2005
5	Superintendent-2	1. Incharge Legal Branch 2. To work as APIO under the Right to Information Act, 2005
6	ACFA	Incharge, Finance and Accounts Branch
7	System Administrator	Establishing, Maintaining IT systems in the Commission
8	Programmer	Managing websites, generating MIS reports, writing various programmes and assistance to System Administrator
9	Secretary to CC	Secretarial assistance to Chief Commissioner
10	PS to Commissioners and Secretary	Secretarial assistance to the Commissioners and Secretary
11	Senior Assistants	General Administration and Legal functions
12	Reader cum Ahelmads	Record keeping of court cases/Revisions etc.
13	Clerk cum Data Entry Operators	Data Entry and Record keeping
14	Drivers	To drive the staff car
15	Peon cum Messenger/Sweeper cum Chaukidar	Duties of class four

MANUAL No.-III

THE PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY.

1. All decisions are taken in the meetings of the Commission from time to time.
2. The Commission functions under the general supervision and directions of the Chief Commissioner.
3. The Commission is empowered to consider and decide the Revision/Complaint as may be received by the Commission from time to time.

MANUAL No.-IV

THE NORMS SET BY IT FOR THE DISCHARGE OF ITS FUNCTIONS.

The Punjab Right to Service Commission has not yet set any norms for discharge of its functions.

MANUAL No.-V

THE RULES, REGULATIONS, MANUALS AND RECORDS, HELD BY IT OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTIONS.

1. Punjab Right to Service Act, 2011 (Punjab Act No.24 of 2011)
2. The Punjab Right to Service Rules, 2012 notified on 14-5-2012.
3. Notification no. 1/22/2011-GR/2Br/83 dated 30-5-2012 pertaining to notification of services under section 3 of the Punjab Right to Service Act, 2011.

MANUAL No.-VI

A STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL

The detail of record / documents held by the office of Punjab Right to Service Commission is as under:-

- 1) Record pertaining to Revision Petitions.
- 2) Record pertaining to notified services.
- 3) Record pertaining to miscellaneous applications received in the Commission.
- 4) Record pertaining to general administration.

MANUAL No.-VII

THE PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF.

1. Through Bilingual interactive website.
2. Through emails/telephone calls.
3. Interaction during field visits of the Commissioners.

MANUAL-VIII

A STATEMENT OF THE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSISTING OF TWO OR MORE PERSON CONSTITUTED AS ITS PART OR FOR THE PURPOSE OF ITS ADVICE, AND AS TO WHETHER MEETINGS OF THOSE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES ARE OPEN TO THE PUBLIC, OR THE MINUTES OF SUCH MEETINGS ARE ACCESSIBLE FOR PUBLIC.

No Boards/ Councils/ Committees have been set up to advise the PRSC

MANUAL-IX

A DIRECTORY OF ITS OFFICERS AND EMPLOYEES

Sr. No.	Name	Designation	Office Tel.No.
	Sarv Shri/Miss/Smt.		
1.	S.C. Agrawal, IAS (Retd.)	Chief Commissioner	2790421
2.	S.M.Sharma, IPS(Retd.)	Commissioner	2790420
3.	Iqbal Singh Sidhu, IAS(Retd.)	Commissioner	2790423
4.	Dr.Dalbir Singh Verka	Commissioner	2790422
5.	H. S. Dhillon	Commissioner	2790424
6.	Jaspal Mittal,PCS (Retd.)	Secretary,PRSC	2790181(O)
7.	-	Mgmt. Adviser	
8.	Saroj Bala	PS/CC	2790421
9.	Inder Singh	PS/CC	2790421
10.	Parkash Chander Chawla	PS/Commr.(I)	2790423

11.	Sudesh Kumar Gautam	PS/Commr.(S)	2790420
12.	Amarjit Verma	PS/Commr.(D)	2790422
13.	Sajjan Singh	PS/Commr.(H)	2790424
14.	Jyoti Chaudhary	Reader- Cum- Ahlmad/(PS/Secretary)	2790181
15.	-	Supdt. (Admn)	2790182
16.	-	Supdt. (Legal)	2790182
17.	Satpal Bansal	ACFA	
18.	K.G. Sharma	Sr. Asstt.	
19.	Swaran Singh	-do-	
20.	Manpreet Singh	-do-	
21.	Gagandeep Kaur	-do-	
22.	Manohar Lal Thakur	System Administrator	2790420
23.	Shalu Syan	Programmer	2790420
24.	Pardeep Kumar	Reader-Cum- Ahlmad (C.T)	

Apart from above, the services of the Ministerial Staff and Class -D have been out sourced through a service provider.

MANUAL-X

**THE MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES,
INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN ITS REGULATIONS.**

Sr. No.	Name	Designation	Salary per Month (As on June 2012)	
			Basic	Total
	Sarv Shri/Miss/Smt.			
1.	S.C. Agrawal, IAS (Retd.)	Chief Commissioner	90,000	Basic+ Allowances Minus Pension
2.	S.M.Sharma, IPS (Retd.)	Commissioner	80,000	Basic+ Allowances Minus Pension
3.	Iqbal Singh Sidhu, IAS (Retd.)	Commissioner	80,000	Basic+ Allowances Minus Pension
4.	Dr.Dalbir Singh Verka	Commissioner	80,000	Basic+ Allowances
5.	H. S. Dhillon	Commissioner	80,000	Basic+ Allowances
6.	Jaspal Mittal,PCS	Secretary, PRSC	51,420	Basic+ Allowances Minus Pension
7.	-	Mgmt. Adviser	-	45,000 (fixed)
8.	Saroj Bala	PS/CC	On deputation	
9.	Inder Singh	PS/CC	-	15,500(fixed)
10.	Parkash Chander Chawla	PS/Commr.(I)	-	15,500(fixed)
11.	Sudesh Kumar Gautam	PS/Commr.(S)	-	15,500(fixed)
12.	Amarjit Verma	PS/Commr.(D)	-	15,500(fixed)
13.	Sajjan Singh	PS/Commr.(H)	-	15,500(fixed)
14.	Jyoti Chaudhary	Reader- Cum- Ahlmad/(PS/Secretary)	-	8,500(fixed)
15.	-	Supdt. (Admn)	27,217	=Basic Pension +DA
16.	-	Supdt. (Legal)	24,659	=Basic Pension +DA
17.	Satpal Bansal	ACFA	-	15,500(fixed)
18.	K.G. Sharma	Sr. Asstt.	-	15,500(fixed)
19.	Swaran Singh	-do-	-	15,500(fixed)
20.	Manpreet Singh	-do-	-	15,500(fixed)
21.	Gagandeep Kaur	-do-	-	15,500(fixed)
22.	Manohar Lal Thakur	System Administrator	-	15,500(fixed)

23.	Shalu Syan	Programmer	-	15,500(fixed)
24.	Pardeep Kumar	Reader-Cum-Ahlmad (C.T)	-	8500(fixed)
25	Ministerial Staff	General	-	8500 (fixed) per employee
25	Class D	General	-	7000 (fixed) per employee

MANUAL-XI

THE BUDGET ALLOCATED TO EACH OF ITS AGENCY, INDICATING THE PARTICULARS OF ALL PLANS, PROPOSED EXPENDITURES AND REPORTS ON DISBURSEMENTS MADE.

Commission has no other agency. The proposed Budget for the year 2012-2013 is as under:-

Sr. No.	SOE	Budget Provision
1.	Salaries	25080000
2.	Medical	500000
3.	Travel Domestic	500000
4.	International Travel	500000
5.	Telephone (toll free number)	1500000
6.	Leave Travel Concession	400000
7.	Rent	4500000
8.	POL	2000000
9.	Stationary and others	35 00000
10.	Publicity	50 00000
11.	Computerization	25 00000
12.	Consultancy/Professional Services	2500000
13.	Honorarium	10, 00,000
14.	Salaries for field officers (to be paid at the Govt. level.)	1,20,00000
15.	Non salary expenses for field officers (to be paid at the Govt. level.)	60,00000
	Total	6,74,80,000

Budget estimates projected by this office and the provision made by the Govt. for the year 2012-13 is as under:-

Budget Projected by the office	= Rs. 6,74,80,000/-
Budget approved by the Govt.	= Rs. 6.00 Crore
Budget for the field staff including stationery etc.	= Rs 1.65 Crore
Budget for PRSC	= Rs. 4.35 Crore
Funds released by the Govt. till Nov. 2012	= Rs. 1.50 Crore

MANUAL-XII

THE MANNER OF EXECUTION OF SUBSIDY PROGRAMMES, INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES.

PRSC does not implement any subsidy programme.

MANUAL–XIII

PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORIZATIONS GRANTED BY IT.

No concessions /permits / authorizations are given by the PRSC.

MANUAL–XIV

DETAILS IN RESPECT OF THE INFORMATION, AVAILABLE OR HELD BY PUNJAB RIGHT TO SERVICE COMMISSION

- Record pertaining to Revision Petition.
- Record pertaining to notified services.
- Record pertaining to miscellaneous applications received in the Commission.
- Record pertaining to staff arrangements

MANUAL–XV

THE PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION, THE WORKING HOURS OF A LIBRARY OR READING ROOM, IF MAINTAINED FOR PUBLIC USE.

Facilities available to Citizens for obtaining Information:-

- Introduced Own Bilingual interactive website
- Network Such as emails, telephone facility and Fax etc.
- Display of Notice Boards.
- Printed Pamphlets and Brochures.

MANUAL–XVI

THE NAMES, DESIGNATIONS AND OTHER PARTICULARS OF THE PUBLIC INFORMATION OFFICERS

APPOINTMENTS OF :-

Appellate Authority:-

<u>Name</u>	<u>Designation</u>	<u>Telephone No.</u>	<u>Address</u>
Sh. Jaspal Mittal (Secretary)	Appellate Authority	0172-2790181	Mahatma Gandhi State Institute of Public Administration, Complex Institutional Area, Sector 26, Chandigarh – 160019

Public Information Officer:-

<u>Name</u>	<u>Designation</u>	<u>Telephone No.</u>	<u>Address</u>
Sh. Bharat Bhushan Sehgal, Under Secretary	Public Information Officer (PIO)	0172-2790181	Mahatma Gandhi State Institute of Public Administration, Complex Institutional Area, Sector 26, Chandigarh – 160019

Assistant Public Information Officer

<u>Name</u>	<u>Designation</u>	<u>Telephone No.</u>	<u>Address</u>
Sh. K G Sharma, Senior Assistant	Assistant Public Information Officer (APIO)	0172-2790181	Mahatma Gandhi State Institute of Public Administration, Complex Institutional Area, Sector 26, Chandigarh – 160019

MANUAL-XVII

SUCH OTHER INFORMATION, AS MAY BE PRESCRIBED.

-Nil-