

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

The 2nd March, 2015

No.5/27/2014-2GR-2/425953/1.-In suppression of all the provision of notifications issued vide No.1/22/2011-2G.R.2/9159/1, dated 4.9.2013, No. 1/22/2011-GR2-Br./80 dated 30.5.2012 and No. 1/22/2011-PGRC/757 dated 28-07-2011, the Governor of Punjab is pleased to amend the already notified services & to notify New services, Designated Officers, First Appellate Authorities, Second Appellate Authorities and the stipulated time limit for the purpose of Section 3 of the Punjab Right to Service Act, 2011 as detailed below:-

Sr. No	Sr. No As Per Notification	Department/Organization	Name of the service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority
1	54.a	Housing & Urban Development	Sanction of Building Plans / Revised Building Plans (Residential)	30 Days	SDO Buildings of the Concerned Authority	Additional Chief Administrator of the Concerned Authority.	Additional Deputy Commissioner (General) / Deputy Commissioner
2	54.b	Housing & Urban Development	Sanction of Building Plans / Revised Building Plans (Commercial)	60 days	SDO Buildings of the Concerned Authority	Additional Chief Administrator of the Concerned Authority.	Additional Deputy Commissioner (General) / Deputy Commissioner
3	55	Housing & Urban Development	Issue of Completion / Occupation Certificate for Buildings	15 days	SDO Buildings of the Concerned Authority	Additional Chief Administrator of the Concerned Authority.	Additional Deputy Commissioner (General) / Deputy Commissioner

4	56	Housing & Urban Development	Issue of No Objection Certificate / Duplicate Allotment / Re-allotment Letter	i) 15 days (No Objection Certificate) ii) 3 days (Duplicate Allotment Letter) iii) 15 days (Re-allotment Letter)	Superintendent of the Concerned Authority	Estate Officer of the Concerned Authority	Additional Chief Administrator of the Concerned Authority
5	57	Housing & Urban Development	Issue of Conveyance Deed	15 days	Estate Officer of the Concerned Authority	Additional Chief Administrator of the Concerned Authority.	Additional Deputy Commissioner (General) / Deputy Commissioner
6	58	Housing & Urban Development	Issue of No Due Certificate	7 Days	Account Officer of the Concerned Authority	Estate Officer of the Concerned Authority	Additional Chief Administrator of the Concerned Authority
7	59	Housing & Urban Development	Transfer of Property in case of sale	15 days	Superintendent of the Concerned Authority	Estate Officer of the Concerned Authority	Additional Chief Administrator of the Concerned Authority
8	60	Housing & Urban Development	Transfer of property in case of death (uncontested)	45 days	Estate Officer of the Concerned Authority	Additional Chief Administrator of the Concerned Authority.	Additional Deputy Commissioner (General)/ Deputy Commissioner

9	61	Housing & Development	Urban	Issue of permission for mortgage	7 days	Superintendent of the Concerned Authority	Estate Officer of the Concerned Authority	Additional Chief Administrator of the Concerned Authority
10	62	Housing & Development /agencies	Urban	Attested copy of any Document	3 days	Superintendent of the Concerned office of the Authority	Additional Chief Administrator of the Concerned authority	Additional Deputy Commissioner (General)/ Deputy Commissioner of the Concerned District
11	63	Housing & Development /agencies	Urban	Change of Ownership (Other than Death Cases)	5 days	Estate Officer of the Concerned Authority	Additional Chief Administrator of the Concerned authority	Additional Deputy Commissioner (General)/ Deputy Commissioner of the Concerned District
12	64	Housing & Development /agencies	Urban	Demarcation of Plot	5 days	Sub Divisional Officer (Building)	Additional Chief Administrator of the Concerned authority	Additional Deputy Commissioner (General)/ Deputy Commissioner of the Concerned District
13	65	Housing & Development /agencies	Urban	Issue of Plinth/Roof Level Certificate	7 days	Sub divisional officer (Building)	Additional Chief Administrator of the Concerned authority	Additional Deputy Commissioner (General)/ Deputy Commissioner of the Concerned District
14	66	Housing & Development /agencies	Urban	Water Supply and Sewerage connection	7 days	Sub divisional officer of the Concerned Office of the Authority	Additional Chief Administrator of the Concerned authority	Additional Deputy Commissioner (General)/ Deputy Commissioner of the Concerned District

DEPARTMENT OF TOWN & COUNTRY PLANNING

1	186	Town & Country Planning	Change of land Use/NOC in case of Petrol Pump, Rice Sheller, Brick Kiln	23 days from the receipt of complete documents	Concerned District Town Planner/Deputy District Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
2	187	Town & Country Planning	Change of Land use where the Master Plans are notified and their Local Planning Areas are not notified. Residential, Industrial, Institution up to 25 acres and commercial (excluding multiplex and shopping mall) up to 2 acres	23 days from the receipt of complete documents	Concerned Senior Town Planner.	Chief Town Planner, Punjab	Director, Town and Country Planning Punjab (DTCP)
3	188.a	Town & Country Planning	Sanction of Building Plans up to 500 square meter	30 days from the receipt of complete documents	Concerned District Town Planner/Deputy Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
4	188.b	Town & Country Planning	Sanction of building Plans above 500 square meter to 5000 square meter	30 days from the receipt of complete documents	Concerned Senior Town Planner	Chief Town Planner, Punjab	Director Town and Country Planning, Pb.
5	188.c	Town & Country Planning	Sanction of building plans above 5000 square meters	60 days	Chief Town Planner	Director Town and Country Planning, Punjab	Principal Secretary, Housing & Urban Dev. Department.

6	189.a	Town & Country Planning	Issue of completion/Partial completion certificate: up to 500 Sqm.	15 days	Concerned District Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District
7	189.b	Town & Country Planning	Issue of completion/Partial completion certificate: 500 sqm to 5000 sqm	15 days	Concerned Senior Town Planner	Chief Town Planner, Pb.	Director, Town & Country Planning , Pb.
8	189.c	Town & Country Planning	Issue of completion/Partial completion certificate: More than 5000 sqm	15 days	Chief Town Planner, Pb.	Director Town & Country Planning Pb.	Principal Secretary, Housing & Urban Dev. Department.
9	190	Town & Country Planning	Land use classification certificate (to be issued by office of District/Deputy District Town Planner	5 days	Concerned District Town Planner	Additional Deputy Commissioner (General)	Deputy Commissioner of the Concerned District

NOTE:

1. In case of services sought from Suwidha Centre, an additional period of two days would be added to the above said given time limit and in such cases the Designated Officer shall and the In-charge of the Suwidha Centre, as the case may be, would be jointly severally responsible for the delivery of such service.
2. The time fixed in delivery of services will start from the expiry of notice period, wherever prescribed under the Act/Rules.
3. For all purposes with regard to the implementation of the Punjab Right to Service Act, the Additional Deputy Commissioner (General) of the concerned district shall be the Nodal Officer in the district for all the departments whose services are notified under the Act ibid.
4. 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.
5. Ombudsman Electricity or RTS Commission will be the final authority for all the revision petitions pertaining to the services of Power Department (Sr.No. 172-185).