



GOVERNMENT OF HIMACHAL PRADESH

A
COMPENDIUM OF HIMACHAL PRADESH
PUBLIC SERVICES GUARANTEE
ACT AND RULES-2011

Administrative Reforms Department
Government of Himachal Pradesh



MESSAGE

I am happy to learn that Administrative Reforms Department in my Government has come up with ***Compendium of Public Service Guarantee in Himachal Pradesh***".

This is a step towards our State's resolve to provide a transparent, responsive and accountable citizen centric government to the public. This compendium incorporates all aspects of time bound service delivery to our citizens by disseminating and implementing the Public Service Guarantee Act and Rules 2011. We hope to strengthen both the supply and demand of public services rendered in time.

I extend my good wishes to the Administrative Reforms Department, Himachal Pradesh for taking this initiative and making sincere efforts to provide public services to our people within prescribed timelines.

(Virbhadra Singh)
Chief Minister
Himachal Pradesh.

Shimla
April, 2017.



MESSAGE

I am pleased to know that the Administrative Reforms Department of Himachal Pradesh Government is coming up with a maiden publication titled **“Compendium of Public Service Guarantee in Himachal Pradesh”**.

The Present document will be of great help to the general Public and also to policy makers and service providers in State departments besides compiling the services of the state government at one place; it provides important linked information on the state, PSG nodal officer’s online facilitation services provided by the stake holder departments to general public.

I extend my good wishes to the Administrative *Department*, Himachal Pradesh for pioneering this initiative and making sincere efforts for compiling this useful publication.

V.C.Pharka
Chief Secretary
Himachal Pradesh

Shimla
April, 2017



PREFACE

The “*Compendium of Public Service Guarantee in Himachal Pradesh*” is the first issue released by the Department of Administrative Reforms, Government of Himachal Pradesh.

In its 12th report, the second Administrative Reforms commission has, recommended introducing streamlined delivery of public services. Accordingly, since June 2009 the department of Administrative Reforms & Public grievances has worked towards reviewing the Citizen’s Charters both at the Centre and the State/Union Territories and make them sevottam compliant. Subsequently these promises have been replaced by the Right to Services Act enacted by over 20 States.

The HP Public Service Guarantee Act-2011 came into effect in November 2011. Notifications issued under this Act guarantee time bound services to citizens. It also specifies the ‘designated’ and ‘appellate’ authorities. The number of services now notified is 130 rendered by 20 departments of HP. Of these nearly 44 services are given online facilitating ease of access for the public especially in remote and far flung areas that have internet coverage. Online PSG enables effective supervision and monitoring services offered by these departments this will significantly reduce citizen footfall in offices.

The main purpose of this compendium is to provide all information related to this citizen centric entitlement statute. This compendium focuses on all issues related to delivery of public services in a guaranteed time frame by the different departments. This composite database on all aspects of PSG service delivery

executed with AR department acting as a central repository is designed as a single window for ease of citizen access to government services. Application forms used for availing a menu of PSG services are also linked in this compendium and on the website himachalforms.nic.in to help the users on both supply & demand side. A quick perusal of the variety of services assured will reveal the elements that facilitate stakeholders of Government to Government (G2G), Govt to Citizen (G2C), Govt to Business (G2B) and Govt to Employee (G2E).

This Compendium also enables PSG services delivering for potential investors by covering them at one point to enable an investor friendly 'Ease of Doing Business' environment in the state.

A list of PSG nodal officers designated by these 20 departments & 12 districts is appended too for facilitating the first point of contact for the citizen.

We express our deep gratitude to all departments for their co-operation and assistance in providing the required data and supporting our effort in bringing out this publication.

We endeavour to progress beyond merely delivering 'time bound' public services to assuring "quality" & "cost effectiveness of these services" in future. The AR department will continue to engage meaningfully with stakeholder departments to make ease of access to public services a reality for all citizens of H.P., investors and civil society too.

***Dr. Purnima Chauhan
Secy. AR
Govt. Of H.P***

Shimla

April, 2017

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A COMPENDIUM OF HIMACHAL PRADESH PUBLIC SERVICES GUARANTEE ACT AND RULES-2011

1.1 Introduction

Every Citizen is entitled to hassle-free public services and redressal of his grievances. Accordingly, the Right to Services Act represents the commitment of the particular state towards standard, quality and time frame of service delivery, grievance redressal mechanism, transparency and accountability. Based on the anticipated expectations and aspirations of public, standard, quality and time frame are to be drawn-up with care and concern for the concerned service users. They enable the service seekers to avail the services of the government departments with minimum inconvenience and maximum speed. For this, there should be clear, precise and enforceable statements of people's entitlements to public services. These should be in the form of Public Service Guarantees. The guarantees should specify the minimum standard of service provision that service users can expect, and set out the arrangements for redress that apply should service providers fail to meet the standard promised." These are expected to indicate 'WHERE TO GO' and 'HOW TO PROCEED'. On the other hand, it makes the service providers aware of their duties to attend to the problems of the concerned citizens within a reasonable time-Frame. Thus, the dissemination of information about the RTS' contents for the awareness and sense of responsibility & accountability among all are the keys to its practical application in any area.

1.2 Right to Public Services legislation

Right to Public Services legislation in India comprises statutory laws which guarantee time bound delivery of services for various public services rendered by the Government to citizen and provides mechanism for punishing the errant public servant who is deficient in providing the service stipulated under the statute. Right to Service legislation are meant to reduce corruption among the government officials and to increase transparency and public accountability. Madhya Pradesh became the first state in India to enact Right to Service Act on 18 August 2010 and Bihar was the second to enact this bill on 25 July 2011. Several other states like Bihar, Delhi, Punjab, Rajasthan, Himachal Pradesh, Kerala, Uttarakhand, Haryana, Uttar Pradesh, Odisha and Jharkhand have introduced similar legislation for effectuating the right to service to the citizen.

1.3 Framework

The common framework of the legislations in various states includes, granting of "right to public services", which are to be provided to the public by the designated official within the stipulated time frame. The public services which are to be granted as a right under the legislations are generally notified separately through Gazette notification. Some of the common public services which are to be provided within the fixed time

frame as a right under the Acts, includes issuing caste, birth, marriage and domicile certificates, electric connections, voter's card, ration cards, copies of land records, etc.

On failure to provide the service by the designated officer within the given time or rejected to provide the service, the aggrieved person can approach the First Appellate Authority. The First Appellate Authority, after making a hearing, can accept or reject the appeal by making a written order stating the reasons for the order and intimate the same to the applicant, and can order the public servant to provide the service to the applicant.

An appeal can be made from the order of the First Appellate Authority to the Second Appellate Authority, who can either accept or reject the application, by making a written order stating the reasons for the order and intimate the same to the applicant, and can order the public servant to provide the service to the applicant or can impose penalty on the designated officer for deficiency of service without any reasonable cause, which can range from Rs. 500 to Rs. 5000 or may recommend disciplinary proceedings. The applicant may be compensated out of the penalty imposed on the officer. The appellate authorities has been granted certain powers of a Civil Court while trying a suit under Code of Civil Procedure, 1908, like production of documents and issuance of summon to the Designated officers and appellants.

1.4 Himachal Pradesh:

1.4.1 Historical Background:

Himachal Pradesh came into being on 15th April, 1948 as a centrally administered territory by the integration of 30 erstwhile princely States. At that time the State had four districts viz. Chamba, Mahasu, Mandi and Sirmour and its area was 25,839 sq. kms.

Later in 1951, it became a part "C" State under a Governor with a 36 Member Legislative Assembly and a three member cabinet. In 1954, Bilaspur, another part 'C' State was merged with Himachal Pradesh thereby adding one more district with an area of 1,168 sq. kms. and the strength of its Assembly was raised to 41.

In 1956, despite the majority recommendations of the State Reorganisation Commission for its merger with Punjab, Himachal Pradesh retained its separate entity. On November 1, 1956 it again became a Union Territory under an Administrator designated as Lieutenant Governor and its Assembly was abolished. In 1960, a new border district of Kinnaur was carved out of Mahasu district. Then in 1963, Assembly was revived and a popular Ministry was formed. Till October, 1966 the old Himachal Pradesh comprised the six hill districts of Bilaspur, Chamba, Kinnaur, Mahasu, Mandi and Sirmour with an area of 27,007 sq. kms. having a population of 13,51,144 persons(1951 Census).

On 1st November, 1966, it was enlarged by merging the district of Kangra, Shimla, Kullu, Lahaul-Spiti, the Nalagarh tehsil of Ambala district, some parts of Una tehsil of Hoshiarpur district and Dalhousie of Gurdaspur district of the then Punjab State. With this merger the total area of Himachal Pradesh increased to 55,673 sq. kms. and its population to 28,12,463 (1961 Census). Now it comprised the Districts of Bilaspur, Chamba, Kangra, Kinnaur, Kullu, Lahaul-Spiti, Mahasu, Mandi, Shimla and Sirmaur. On 25th January, 1971, Himachal Pradesh attained Statehood.

Reorganization of the districts took place on 1st September, 1972 as a consequence whereof two more new districts namely Una and Hamirpur were created mainly as a result of trifurcation of the erstwhile Kangra district. Also from the then existing districts of Mahasu and Shimla, new districts of Shimla and Solan were formed by reorganizing the boundaries of old districts.

Presently, the strength of Legislative Assembly of Himachal Pradesh is 68. To the Union Legislature, Himachal Pradesh is represented by 4 Members to Lok Sabha and 3 Members to Rajya Sabha. The Pradesh has got a High Court and a Public Service Commission located at Shimla. There are four Universities in the Pradesh. One for general education with its seat at Shimla the other Agricultural University with its seat at Palampur, third is Horticulture and Forestry University with its seat at Nauni(Solan) and fourth is J.P. University of IT, Wagnaghat (Solan).

1.4.2 Physical Features:

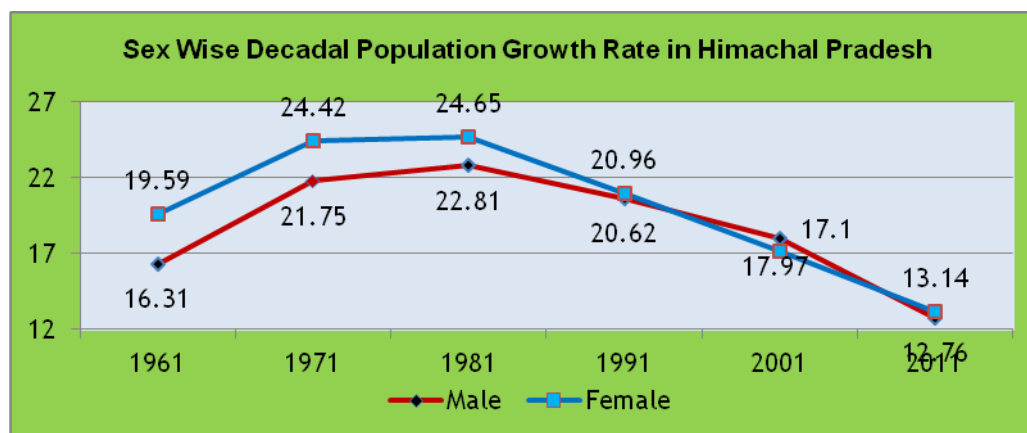
Himachal Pradesh is almost wholly mountainous with altitudes ranging from 350 metres to 6,975 metres above the mean sea level. Its location is between Latitude 30° 22'40" N to 33° 12'40" N and Longitude 75° 45'55"E to 79° 04'20" E. It has deeply dissected topography complex geological structure and a rich temperate flora in the sub-tropical latitudes. Geographically, the State can be divided in to five zones-viz. (i) Wet Sub-temperate zone,(ii) humid sub-temperate zone, (iii) dry temperate-alpine high lands, (iv) humid sub-tropical zone, and(v) sub-humid sub-tropical zone. Wet sub-temperate zone comprises Palampur and Dharamshala of Kangra district, Jogindernagar area of Mandi district and Dalhousie area of Chamba district, humid sub-temperate zone comprises the district of Kullu, Shimla, parts of Mandi, Solan, Chamba, Kangra and Sirmaur, Dry temperate- Alpine High lands include major parts of Lahaul-Spiti, Pnagi and Kinnaur, humid sub-tropical zone consists of Bilaspur, Bhattiyat valley of District Chamba, Nalagarh area of District Solan, Dehragopipur and Nurpur areas of district Kangra and sub-humid tropical zone comprises of District Una, Paonta-Sahib area of District Sirmaour, and Indora area of District Kangra.

1.4.3 Climate:

Himachal Pradesh lies in the lap of Himalayas. Its climate is largely conditioned by that single factor. It varies from mild to cold with area under snowing winters. The normal rainfall is 1278 mm. The maximum rainfall is in Kangra district.

1.4.4 Population:

Himachal Pradesh extends over an area of 55,673 sq. kms. According to 2001 census, the total population of the state is 60, 77,900 with a density of 109 persons. The highest density 369 is in Hamirpur district and the lowest in 2 in Lahaul-Spiti district. About 90.2 per cent of the population lives in rural areas. According to 2001 census, per centage of total workers to total population was 49.2 per cent, and number of females per thousand males was 968. The decennial growth rate was 17.54 per cent during 1991-2001.



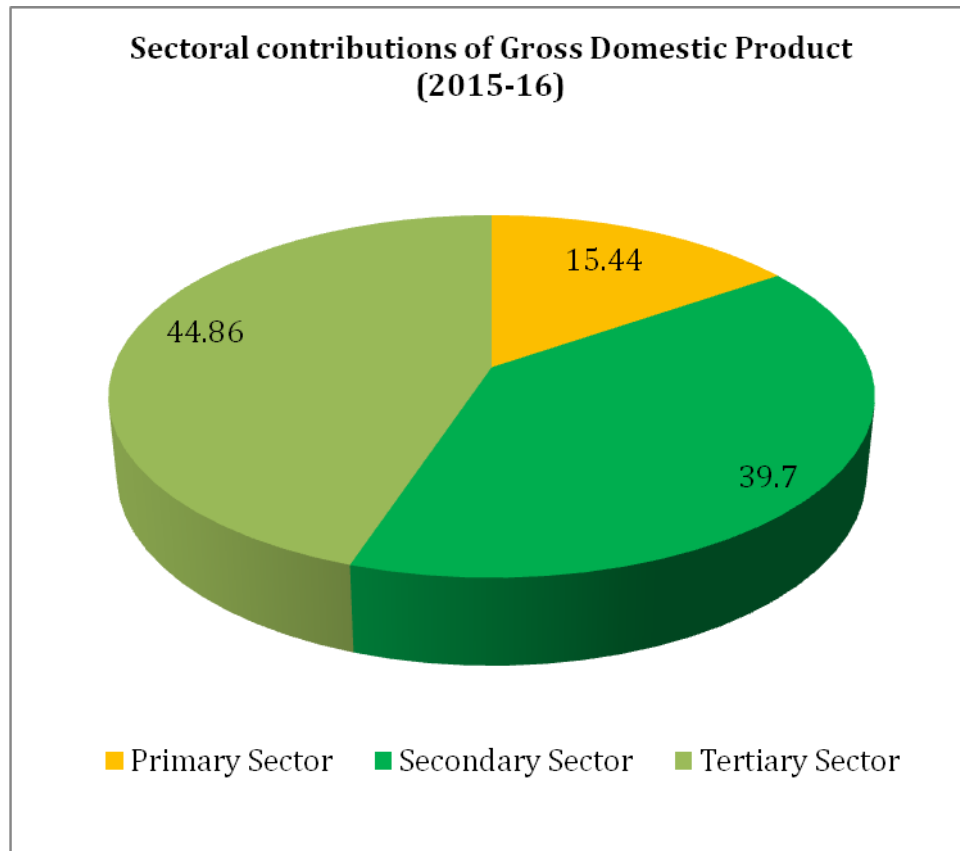
Demographic Features Since 1901

Year	Population	Decennial growth rate	Females per '000 males	Density per Sq. Km. (Persons)	SC (%)	ST (%)
1901	1920294	..	884	34
1911	1896944	-1.22	889	34
1921	1928206	1.65	890	35
1931	2029113	5.23	897	36
1941	2263245	11.54	890	41
1951	2385981	5.42	912	43	22.69	0.26
1961	2812463	17.87	938	51	22.88	4.35
1971	3460434	23.04	958	62	22.24	4.09
1981	4280818	23.71	973	77	24.62	4.61
1991	5170877	20.79	976	93	25.34	4.22
2001	6077900	17.54	968	109	24.72	4.02
2011	6864602	12.94	972	123	25.19	5.71

1.4.5 Economic Profile of the State

State's economy grew at an average annual rate is slightly higher than the national average from Seventh Five Year Plan onwards. Eighth Plan and Ninth Plan recorded average annual growth rate of 6.3 percent and 6.4 percent, respectively as against the national averages of 6.2 percent and 5.6 percent. Tenth Five Year Plan registered an average annual growth rate of 7.6 percent which is lower than the

national average of 7.8 percent. However, Eleventh Five year Plan registered an average annual growth rate of 8 percent which is equal to the national average. During 2015-16, the state has achieved a growth rate of 7.7 percent which is comparatively better than national growth of 7.6 percent. The growth process in Himachal Pradesh is accompanied by structural changes in the State's economy.



The State Government is resolved to fight against corrupt practices and is at the same time ensuring to provide services in a time bound manner. In an endeavour to empower citizens with power to get timely service from government set up, the government has enacted the Himachal Pradesh Public Services Guarantee Act, 2011 with effect from November 16 2011. The enactment of HPPSGA-2011 reflects upon the State Government's determination to serve common people. This Act will bring in Transparency, accountability and responsiveness in the administration. The common people won't have to wait for the delivery of basic services as this act will ensure the various services within stipulated time. This Act will encompass various basic services of the Health, Forests, Panchayati Raj, Industries, IPH, Agriculture, Animal Husbandry, Social Justice and Empowerment, Home, Fire services, MPP & Power, Urban Development and Town Country Planning. These departments have been directed to notify the services expeditiously.

Every citizen can now demand that the notified public services be provided within the prescribed time limit. If the officers/officials fail to provide services in a time

bound manner, they are liable to be penalized. In case the service is wrongfully denied or delayed, the applicant has recourse to remedial measures under the Act/Rules including monetary compensation including disciplinary action against the defaulter officers/officials.

With a view to provide for delivery of public service to the people of the State within this specified time limit, the State government enacted the Himachal Pradesh Public Service Guarantee (HPPSG) Act, 2011 which came into force from 23rd September 2011. To carry out provision of the Act, the Government notified (November 2011) the Himachal Pradesh Public Service Guarantee (HPPSG) Rules 2011. Subsequently, the State Government notified between November 2011 and April 2016 at total of 94 public service spread across 17 state Government departments and the designated officer (DOS)/ appellate authorities besides specified time for providing such services to the general public. With such concrete measures, the State Government was ensuring that administrative machinery is sensitive to the needs of the common man in delivering goods in a befitting manner

PSG in Mission Mode

A) Convergence of PSG with Ease of Doing Business (EoDB, G2B Service) is a mission of Govt of HP. There is 405 points under this mission 40 points need to be notified under Govt of India Ease of Doing Business Plan. In 405 point checklist areas pertain to Administrative Reforms Department are serial Number 361 to 365 which are tabulated below along with convergence point on the remarks column.

Area No.	Area	Recommendation	Department/ Convergence action points
1	367	Enact a legislation (e.g. Right to Services Act) to mandate time-bound delivery of all services provided by the State Government to Industries/ Businesses	PSG Act & Rules 2011 nearly 130 services notified in G2C, G2B, G2G. 20 depts rendering 130 services with 44 given online. Out of these 12 departments 40 services are common to EoDB out of which 27 are under PSG notified while 12 are online. Remaining 13 services of EoDB to be notified by 6 departments under PSG.
2	368 Access to Information and Transparency Enablers	Ensure that the time-bound service delivery legislation defines punitive provisions that deter officials from not complying with the defined timelines for services being provided to Industry/ Business	In PSG Act-2011 it is ensured that if any service is not provided within stipulated time limit, applicant may file an appeal against designated officer to the notified departments appellate authority & further to State Information Commission. While case pending of proved that he has failed to provide service Lump sum penalty shall not be less than one thousand rupees but no more than five thousand rupees but no more than five thousand rupees (Clause 6 and 8 of PSG Act 2011)
3	369	Develop an online system available in public to publish real time status of applications submitted to the departments concerned for	PSG, EoDB online dashboard is under preparation

		obtainingclearances	
4	370	Ensure that online system sends automated SMS/e-mail notification to respective Head of the Department with status information on the applications in which clearances are likely to breach the prescribed timelines (e.g. when 90% of prescribed time limit is passed and clearance is still not given to applicant)	Online linked system will be part of the above dashboard.
5	371	Ensure that the time-bound service delivery legislation defines clear procedures for applicants to submit grievances relating to noncompliance with the defined timelines	Appeal process prescribed in PSG Rules & notified by each of the 20 depts.

GOVERNMENT OF HIMACHAL PRADESH



THE HIMACHAL PRADESH PUBLIC SERVICES GUARANTEE ACT, 2011 (Act No. 34 of 2011)

**Department of Personnel
(Administrative Reforms Organization)
Website:www.himachal.nic.in/ar**

THE HIMACHAL PRADESH PUBLIC SERVICES GUARANTEE ACT, 2011

ARRANGEMENT OF SECTIONS

Sections:

1. Short title, extent and commencement.
2. Definitions.
3. Notification of services, designated officers, first appellate authority, second appellate authority and stipulated time limits by the State Government.
4. Right to obtain service within stipulated time limit.
5. Providing services in stipulated time limit.
6. Appeal.
7. Powers and functions of second appellate authority.
8. Penalty.
9. Protection of action taken in good faith.
10. Bar of jurisdiction.
11. Power to make rules.
12. Power to remove difficulties.

Act No. 34 of 2011

**THE HIMACHAL PRADESH PUBLIC SERVICES GUARANTEE
ACT, 2011**

(AS ASSENTED TO BY THE GOVERNOR ON 21ST SEPTEMBER, 2011)

AN

ACT

To provide for the delivery of services to the people of the State of Himachal Pradesh within the stipulated time limit and for the matters connected therewith or incidental thereto.

BE it enacted by the Legislative Assembly of Himachal Pradesh in the Sixty-second Year of the Republic of India as follows:—

1. **Short title, extent and commencement.**—(1) This Act may be called the Himachal Pradesh Public Services Guarantee Act, 2011.

(2) It shall extend to the whole of the State of Himachal Pradesh.

(3) It shall come into force on such date as the State Government may, by notification published in the Official Gazette, appoint.

2. **Definitions.**—In this Act, unless the context otherwise requires,—

- a) “designated officer” means an officer notified as such for providing the services under section 3;
- b) “eligible person” means person who is eligible for the notified services;
- c) “first appellate authority” means an officer who is notified as such under section 3;
- d) “notification” means a notification published in the Official Gazette ;
- e) “Official Gazette” means the Rajpatra, Himachal Pradesh;
- f) “prescribed” means prescribed by the rules made under this Act ;
- g) “right to service” means right to obtain the service within the stipulated time limit under section 4;
- h) “service” or “public service” means any service notified under section 3;
- i) “second appellate authority” means the State Information Commission notified as such under section 3 ;
- j) “State Government” means the Government of Himachal Pradesh;
- k) “stipulated time limit” means maximum time to provide the service by the designated officer or to decide the appeal by the appellate authorities as notified under section 3 ; and

l) "State Information Commission" means the State Information Commission constituted under sub-section (1) of section 15 of the Right to Information Act, 2005. (22 of 2005).

3. Notification of services, designated officers, first appellate authority, second appellate authority and stipulated time limits by the State Government.—The State Government may, from time to time, notify the services, designated officers, first appellate authority, second appellate authority and stipulated time limits for the purpose of this Act.

4. Right to obtain service within stipulated time limit.— The designated officer shall provide the service notified under section 3 to the person eligible to obtain the service, within the stipulated time limit.

5. Providing services in stipulated time limit.— (1) Stipulated time limit shall start from the date of receipt of application for notified service by the designated officer or the person subordinate to him authorized to receive such applications and such application shall be duly acknowledged by him.

(2) The designated officer on receipt of an application under sub-section (1) shall, within the stipulated time limit, either provide service or reject the application and in case of rejection of application, shall record the reasons in writing and intimate to the applicant.

(3) Where a request has been rejected under sub-section (2), the designated officer, shall communicate to the person making the request,—

i. the reasons for such rejection;

ii. the period within which an appeal against such rejection may be preferred; and

iii. the particulars of the appellate authority.

(4) If the designated officer does not comply with sub-section (1), then the applicant aggrieved from such non-compliance may appeal to the first appellate authority.

6. Appeal. — (1) Any person, whose application is rejected under sub-section (2) of section 5 or who is not provided the service within the stipulated time limit, may file an appeal to the first appellate authority within thirty days from the date of rejection of application or the expiry of the stipulated time limit, as the case may be :

Provided that the first appellate authority may admit the appeal after the expiry of the period of thirty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(2) The first appellate authority may order the designated officer to provide the service within the specified period or may reject the appeal.

(3) An appeal under sub-section (1) shall be disposed of within thirty days of the receipt of the appeal or within such extended period not exceeding a total period of forty-five days from the date of filing thereof, as the case may be, for reasons to be recorded in writing.

(4) If the designated officer does not comply with the order of providing the service under sub-section (2), then the applicant aggrieved from such non-compliance may file a second appeal to the second appellate authority.

7. Powers and functions of second appellate authority.— (1) A second appeal against the decision under sub-section (2) of section 6 shall lie within sixty days from the date of decision to the second appellate authority:

Provided that the second appellate authority may admit the appeal after the expiry of the period of sixty days, if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(2) The second appellate authority may order the designated officer to provide the service within such period as he may specify or may reject the appeal:

Provided that in addition to order to provide service, he may impose penalty under section 8.

(3) The first appellate authority and the second appellate authority shall, while conducting proceedings 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. (5 of 1908).

(4) In any appeal proceedings, the onus to prove that denial of a request was justified shall be on the designated officer, who denied the request or failed to provide the services within stipulated time limit.

8. Penalty.—(1) Where the second appellate authority is of the opinion that the designated officer has failed to provide service or has caused delay in providing such service without sufficient and reasonable cause, then he may impose a lump sum penalty which shall not be less than one thousand rupees but not more than five thousand rupees :

Provided that the designated officer shall be given a reasonable opportunity of being heard before any order of penalty is passed against him. (2) The second appellate authority may order to give any amount as compensation to the appellant from out of the penalty imposed under this section, but the amount of such compensation shall not exceed the amount of penalty imposed:

Provided that any penalty imposed under this section on the designated officer for delay in providing the service or refusal to provide service shall be borne by such officer in personal capacity but not as a functionary of the State Government unless the second appellate authority directs otherwise:

Provided further that the second appellate authority may, after hearing the designated officer, apportion the amount of penalty amongst designated officer and any other officer(s) as may be found to have contributed to such denial or delay in providing the service.

(3) If the second appellate authority is satisfied that the designated officer has failed to discharge the duties under this Act, without sufficient and reasonable cause, then it may also recommend to the appointing or disciplinary authority of the designated officer that disciplinary action under the applicable service rules be also initiated against such officer.

8a) Penalty on two cases has been posed till date by the second appellate authority i.e. State Information Commission. Detail of these cases is as below:-

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STATE INFORMATION COMMISSION,
HIMACHAL PRADESH, MAJITHA HOUSE,
SHIMLA-2



Date of Institution: 30.10.2013
Date of Decision: 29.01.2014.

Appeal No. 1/2013-14 (under Public Service Guarantee Act, 2011).

Appellant: Sh. Onkar Singh Chandel, H. No. 147, Ward No. 2,
Hamirpur *Present*

Versus

Respondent: Sh. Roshan Lal, the then Panchayat Secretary,
Luharwin –cum-Designated Officer (DO) presently
posted as such at GP Kasaru, Block Ghumarwin. *Present*

ORDER

Brief facts of the case:

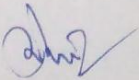
1. Application(s) filed with DO on -26.04.2013.
2. Application received by PIO on -29.04.2013.
3. Subject matter of application in brief:-
A copy of birth certificate of Sh. Sidhu Ram S/o Sh. Ram Ditta vill. Nain (talai, GP Luharwin.)
4. Application disposed off on -7.5.2013.
5. First appeal filed on -01.07.2013.
6. First appeal was disposed off on -16.8.20103.

- 90
7. Gist of Order of FAA, in short: - *-first appeal not admitted as the requisite record is not available and that First Appellate Authority is not competent to take penal action and award compensation as requested by the appellant in his first appeal.*
 8. **Grounds of appeal:** copy of birth certificate was not given within stipulated period of 24 hours as per the provision of Act *ibid.*
 9. **Prayer:-** *birth cert. be got supplied, DO-cum-PS GP Luharwin be proceeded against as per provisions and appeal cost of Rs. 3000/- be awarded.*

The Designated Officer filed his written reply stating that the delay in responding to the appellant occurred as the record pertaining to the birth certificate of Sh. Sidhu Ram was not available on record since the legislation in respect of registration of birth and death came into existence during 1969 (Birth & Death Registration Act, 1969) whereas Sh. Sidhu Ram was born during 1931.

The appellant, however, argued that the DO was expected to take a decision on his application within the prescribed period of 24 hours as per notification dated 19.1.2012 (Sr. No. 1) of Panchayati Raj Department Govt. of HP under the provisions of Section 3 of the HP Public Services Guarantee Act, 2011. He also contended that the Panchayat record in the form of Pariwar Register has been in existence in every Panchayat since formation of Panchayat and the record is updated on a periodical basis. He further argued that on the basis of the date of birth as recorded in the Panchayat, services of Sh. Sidhu Ram were terminated in the year 1996.

The DO admitted the contention of the appellant that an estimated date of birth is recorded in the Pariwar Register but argued that birth certificate in the prescribed Performa in such a case is not permissible. The DO having admitted in his reply that the application of the appellant seeking a particular service was disposed of by him on 7.5.2013 as against due date for disposal being 30.4.2013, he is held responsible to have caused delay of 7 days. Accordingly a



penalty of Rs. 2500/- is imposed upon him for the lapse as per section 8 (1) of the (HP) Public Service Guarantee Act, 2011. The appellant be paid a compensation of Rs. 2000/- out of the penalty amount as per section 8 (2) and Rs. 500/- be deposited in the Govt Treasury under the relevant head of account notified by the State Govt. The present Panchayat Secy. Luharwin is also directed to issue the birth certificate as it exists in the Panchayat record immediately. With these directions appeal is hereby disposed of under intimation to the parties.

Announced.


(Bhim Sen)

State Chief Information Commissioner,
Himachal Pradesh.

Place: Shimla
Dated. 29.01.2014

19

STATE INFORMATION COMMISSION,
HIMACHAL PRADESH, MAJITHA HOUSE,
SHIMLA-2



Date of Institution: 30.10.2013
Date of Decision: 29.01.2014.

Appeal No. 1/2013-14 (under Public Service Guarantee Act, 2011).

Appellant: Sh. Onkar Singh Chandel, H. No. 147, Ward No. 2,
Hamirpur

Present

Versus

Respondent: Sh. Roshan Lal, the then Panchayat Secretary,
Luharwin –cum-Designated Officer (DO) presently
posted as such at GP Kasaru, Block Ghumarwin.

Present

ORDER

Brief facts of the case:

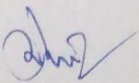
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- 1
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The Designated Officer filed his written reply stating that the delay in responding to the appellant occurred as the record pertaining to the birth certificate of Sh. Sidhu Ram was not available on record since the legislation in respect of registration of birth and death came into existence during 1969 (Birth & Death Registration Act, 1969) whereas Sh. Sidhu Ram was born during 1931.

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The DO admitted the contention of the appellant that an estimated date of birth is recorded in the Pariwar Register but argued that birth certificate in the prescribed Performa in such a case is not permissible. The DO having admitted in his reply that the application of the appellant seeking a particular service was disposed of by him on 7.5.2013 as against due date for disposal being 30.4.2013, he is held responsible to have caused delay of 7 days. Accordingly a



- 2 -

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penalty of Rs. 2500/- is imposed upon him for the lapse as per section 8 (1) of the (HP) Public Service Guarantee Act, 2011. The appellant be paid a compensation of Rs. 2000/- out of the penalty amount as per section 8 (2) and Rs. 500/- be deposited in the Govt Treasury under the relevant head of account notified by the State Govt. The present Panchayat Secy. Luharwin is also directed to issue the birth certificate as it exists in the Panchayat record immediately. With these directions appeal is hereby disposed of under intimation to the parties.

Announced.



(Bhim Sen)

State Chief Information Commissioner,
Himachal Pradesh.

Place: Shimla
Dated. 29.01.2014

9. Protection of action taken in good faith.—No suit, prosecution or other legal proceedings shall lie against any person for anything which is in good faith done or intended to be done under this Act or the rules made thereunder.

10. Bar of jurisdiction.—Save as otherwise expressly provided in this Act, every order made by designated officer, first appellate authority or second appellate authority shall not be called in question by any court or before any officer or authority.

11. Power to make rules.—(1) The State Government may, by notification published in the Official Gazette, make rules to carry out the provisions of this Act.

(2) Every rule made under this Act, shall be laid, as soon as may be after it is made, before the State Legislative Assembly, while it is in session for a total period of ten days which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session, in which it is so laid or successive sessions aforesaid, the Legislative Assembly agrees in making any modification in the rule or agrees that the rule should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be, so, however, that any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule.

12. Power to remove difficulties.—if any difficulty arises in giving effect to the provisions of this Act, the State Government may by order, not inconsistent with the provisions of this Act, remove the difficulty:

Provided that no such order shall be made after the expiry of a period of two years from the date of commencement of this Act.

GOVERNMENT OF HIMACHAL PRADESH



THE HIMACHAL PRADESH

PUBLIC SERVICES GUARANTEE RULES, 2011

**Department of Personnel
(Administrative Reforms Organization)
Website: www.himachal.nic.in/ar**

(Authoritative English Text of this Government Notification No.Per (AR) B (15) -1/2010 vol-I, dated 21.11.2011 as required under article 348(3) of the Constitution of India)

Government of Himachal Pradesh Administrative Reforms organization.

21st November, 2011

NOTIFICATION

No. Per(AR)B(15)-1/2010-Vol-I -Whereas the draft Himachal Pradesh Public Services Guarantee Rules, 2011 were published in the Rajpatra, Himachal Pradesh dated 19/10/2011 vide this Department notification of even number dated 17/10/2011 for inviting objection(s) or Suggestion from the person(s) likely to be affected thereby within a period of 30 days from the date of their publication;

And whereas the objection(s) or suggestion(s) received within the Stipulated period have been duly considered by the Government;

Now therefore, in exercise of the powers conferred by sub-section (1) of section 11 of the Himachal Pradesh Public Services Guarantee Act, 2011, the Governor, Himachal Pradesh is pleased to make the following rules, namely:-

1. Short title and commencement. - (1) These rules may be called the Himachal Pradesh Public Services Guarantee Rules, 2011.

(2) They shall come into force from the date of their final publication in the Official Gazette.

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

(a) "Act" means the Himachal Pradesh Public Services Guarantee Act, 2011;

(b) "Form" means a form appended to these rules; and

(c) "section" means the section of the Act.

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

3. Issuing of acknowledgement to the applicant.- (1) The designated officer or the person authorized by him under sub-section (1) of section 5 shall acknowledge the receipt of the application and if necessary documents have not been attached, the person receiving the application shall mention the same in the acknowledgement in Form-I without any time limit:

Provided that where the application is complete in all respects, the person receiving the application shall mention the time limit within which the application for providing service(s) shall be disposed of.

(2) The public holidays falling within the stipulated time limit to dispose of the application for providing of service(s) shall be excluded for the computation of time.

4. Display of information on the notice board and official website.- The designated officer shall cause to exhibit the information of the services to be provided on the official website of his office as well as on the notice board of the office installed at a conspicuous place in Form-II for the convenience of the general public.

5. Procedure in appeals before appellate authorities.- (1) The Memorandum to the appellate authorities shall be filed in duplicate in respect of appeals to be filed before the first appellate authority and in triplicate for appeals before the second appellate authority on a plain paper without any fee and shall contain the following information, namely:-

- i. name and address of the appellant;
- ii. name and address of the designated officer against whose refusal to acknowledge the application, or rejection of application, or non-providing of services within the stipulated time limit the first appeal has been filed;
- iii. name and address of the first appellate authority against whose decision the second appeal has been filed;
- iv. if the appeal has been filed against the non-issuance of acknowledgement by the designated officer the date of making application and the name and address of the designated officer to whom the application was made;
- v. Copy of order if any, against which the appeal is filed;
- vi. the grounds for appeal;
- vii. prayer or relief sought;
- viii. verification by the appellant; and
- ix. any other relevant information which the appellant may like to furnish.

(2) The following documents shall be annexed with every application for appeal, namely:-

- (a) self attested copy of the order against which appeal is filed;
- (b) the copies of the documents mentioned in the application for appeal; and
- (c) the index of the documents annexed with the appeal.

6. Procedure for hearing and disposal of appeal(s).- (1) The first and second appellate authorities for the disposal of appeal -

- a) shall examine the relevant documents, public records or their copies;
- b) if need be, may authorize any officer to inquire into the matter and to submit to it a report in relation to the findings thereon; and
- c) may examine the appellant or / and the designated officer or first appellate authority as it deems fit.

(2) Where the first or second appellate authority calls for any official record from the designated officer or the first appellate authority in case of second appeal, it shall return the original record within ten days to the concerned officer or authority after retaining the requisite copies of the same.

7. Service of notice of hearing by the appellate authorities.- (1) The appellate authority may cause service of notice of hearing to the parties in any of the following manners, namely:-

- (i) by issuing directions to appellant personally ; or
- (ii) by registered post with acknowledgement due; or
- (iii) through the concerned designated officer.

(2) The parties shall be given prior notice of at least seven days before the date of hearing.

(3) The parties may appear in person or may depute their representatives to argue their case at the time of hearing before the appellate authorities.

(4) Where either of the parties fails to appear in person or through their representative at the date of hearing the appellate authorities shall decide the matter purely on merit *ex parte*.

8. Orders in appeal.- In deciding the appeals the following procedure shall be adopted, namely:-

- (a) the orders shall be made publically and shall be recorded in writing and duly signed by the first appellate authority or the second appellate authority, as the case may be;
- (b) the copies of the orders passed by the first appellate authority shall be supplied to the designated officer and the appellant free of cost;
- (c) the copies of the orders passed in second appeal shall be supplied to the appellant, designated officer and the first appellate authority; and

(d) in case the second appellate authority imposes a penalty under section 8, it shall endorse a copy of the order to the concerned -

- (i) Drawing and Disbursing Officer with the direction to effect recovery of the Amount of penalty imposed on the designated officer or any other officer as per directions contained in the said order.
- (ii) Appointing/Disciplinary Authority if a disciplinary action has been proposed in the order under the applicable service rules.

9. Deposit of the penalty amount.- (1) If compensation has been ordered to be paid to the appellant, the amount of penalty shall firstly be utilized for the payment of compensation to the appellant and if there remains any residue amount of penalty after the payment of compensation, it shall be dealt with as per sub-rule (2).

(2) The amount of penalty imposed under section 8 shall be deposited in the appropriate Government treasury under the Head of account "0070-Other Administrative Services, 60-Other Services, 800-Other receipts, 13-Penalty and fine under HP Public Services Guarantee Act, 2011".

10. Records to be maintained by the designated officer and the appellate authorities.- the designated officer and first and second appellate authorities shall maintain the records of application received and the appeal filed in registers maintained in Forms-III, IV and V respectively.

Implementation / Replication of Good Governance Initiatives Success Indicators (SAKALA)

	Name of State	Himachal Pradesh
	Name of Initiative	SAKALA
Sr. No.	Query	Update
1.	No of Depts covered for service delivery	<p>4 new Deptt have added their services in Public Service Guarantee act-2011 now the number of deptt has increased to 20 from 16 depts. Since Feb 2016.(A Copy of abstract is enclosed)</p> <ol style="list-style-type: none"> 1. Himachal Pradesh Panchayati Raj tied up or 300 with Wipro IT partner to made 10% Gram Panchayats digital and paperless by 31 January 2016. 2. Digital use for spreading Public Service Guarantee Act awareness. Administrative Department is conversing with these Gram Panchyat to assess the digital literacy of Panchyat Sahayaks who are notified as designated authorities of PSG Act, 2011 improved computer literacy will help them deliver PSG services online and send performance report online too. 3. HP CSC Service or Lokmitra Kendras Services charges & rates to be included.
2.	No. of Districts covered	Entire state (12 Districts)
3.	No. of services covered (Online/Manual)	<p>119 services notified by 20 depts.</p> <p>TCP-7 PSG online Saarthi-5 PSG online <u>e- District.-19 PSG services online</u> Total-33 PSG services online out of 119 Campaign underway in HP since 1st Oct. 2016 to deliver 12 types of services mainly certificates delivered to people.</p>
4.	No. of service Centres	2066 Lokmitra Centre are opened at Panchayat level in the state.
5.	No. of applications (for services) received and disposed of	Information is being collected from PSG nodal officers. Meanwhile online on e-distt.(19 PSG service)1045 application received and disposed of.
6.	No. of calls answered by the call centre.	Call centre of Food & Civil Supply is started in the state but no information is available regarding call answered by the call centre.
7.	No. of cases in which	The State Information Commission total imposed Rs.

	penalty had to be paid; Amount of penalty paid.	2500/- and penalty Rs 500/- the same was deposited in the State Govt treasury in the relevant head of account and Rs. 200/- given to the appellant.
8.	Average reduction in online/manual service times.	No information Yet
9.	Increase in volume of transactions that Depts are able to handle.	No information Yet (Merging e- distt. + e-tall daily online services delivered State & distt. Wise. DCs monitoring PSG performance review monthly.
10.	Innovative steps to Strengthening PSG supply and demand side.	<ol style="list-style-type: none"> 1. 1967 Call Centre of F&S to auto generate SMS on PSG facility to all callers (current database 30,000 callers) 2. Compendium on PSG drafted 3. FAQ's on PSG uploaded on Administrative Reforms website. 4. For electricity consumers the distribution slandered of performance notified in 2010 under Elecyrlicity Act 2003 will be displayed on AR Dept. Website. These services are not being notified in PSG Act as they are statutory in nature already since their notification in 2010. 5. Training booklet on PSG being designed with help of Economic & Statistics dept to urgent PSG training to employees of F&Cs Call Centre PSG nodal officers (32) & for 2500 Lokmitra Kendras. 6. Using AGISAC for SMS gateway to all 3300 GPS for PSG. 7. UPLinking existing portals that delivering online PSG services with AR website. 8. Video Conference based training and capacity bilding designated authorities under totaling more than 10,000 and PSG Nodal Officers (32). 9. Training booklet/framework to enable department to theirselves to be issued as guideline on the pattern of SAKALA.

Challenges being addressed in replication of SAKALA

1. Sakala software for online of right to Public Serive should be made available centrally with DARPG or ASCI so that each replicating State does not have to interfere with Karnataka NIC to process this software. This voice had been raised by Himachal Pradesh on 12/03/15 in the DARPG meeting where respecting

states had made presentation. Secretary DARPG had immediately contacted Pr. Secy Karnataka to make this software available. But this link is still incomplete.

2. E-distt is an online portal available countrywide. Hence in HP instead of separately creating separate PSG services online software we are using e-distt to render PSG services online statewide. This could be done countrywide by all 677 distt. However there are limitation that HP is facing in using e-distt:-
 - a) Of the 51 services rendered through e-distt none is time-bound hence we scrutinized all 51 to all out 19 such critical services that were already notified by 3 depts under their PSG notification with specific timelines for readership service delivery. Hence we had to modify the e-distt software to insert the provisions of HP PSG Act & Rules 2011 in the e-distt. Procedures. So now e-distt delivers these 19 PSG service not only online but also in a timebound manner. However it facilitates only 19 out of the 116 notified PSG services for which we are looking out to use other existing online portals of departments.
 - b) Linking with departments has the advantage of sensitizing their staff on PSG provisions & practices. However no reward mechanism exists for food performance i.e service delivered before specified time. Online tracking can help develop such monitoring & incentive in. Regular training & capacity building PSG service delivery is required as the sheer number of designated authorities in each of the 20 depts under PSG Act in huge & spread out. A service even in a small state like HP. The manual with FAQs would help.
3. A group of PSG master trainer could be drawn from replicating States as their capacity building & training across states is undertakers while simultaneously cross fertilizing ideas & initiatives of different States across the country

Form-I

(See rule 3)

Acknowledgement under the HP Public Services Guarantee Act, 2011

Received an application for public service under the Himachal Pradesh Public Services Guarantee Act, 2011 for the Service/public Service ----- from Smt./Shri-----

(a) The request is incomplete and following additional documents be attached and requirements fulfilled:-

- 1-----
- 2-----
- 3-----

(b) Application is complete and the time limit for the service is ----- days.

Stamp and signature of authorized Officer	Name and designation of Designated Officer
Date-----	Name and Designation of authorized Officer
Number of Service application.	Name of the Officer-----

FORM-II

(See rule 4)

NOTICE BOARD

Name of the Office -----

Name of the Designated Officer -----

Designation -----

Sr. No.	Name of the service /Public Service.	Documents to be attached with the application. (list enclosed	Stipulated time limit for providing service(s).	Name and address of the first appellate authority.	Stipulated time limit for disposal of first appeal.	Name and address of the second appellate authority
1	2	3	4	5	6	7
1.						
2.						
3.						

(1) Name and designation of the person authorized to receive application(s) in the office of the designated officer. -----

(2) Time limit for filing the first appeal. -----

(3) Time limit for filing the second appeal. -----

Note: Please obtain the acknowledgement of your application.

FORM-III

(See rule 10)

Form of register to be maintained by the designated Officer
Office of the -----
Year-----

Sr. No.	Name and address Of the applicant.	Service for which application has been received.	Stipulated time limit for providing service.	Application accepted/ rejected.	Date of Order passed and its brief details.
1	2	3	4	5	6
1					
2					
3					

FORM-IV

(See rule 10)

Department of -----

Form of Register to be maintained in the office of first appellate authority i.e.
office of -----

Sr. No.	Name and address of the appellant.	Date of filing of first appeal.	Name of the designated officer (along with the name of the office) against whose decision appeal is filed.	Last date of stipulated time limit.	Date of Order and brief details of order passed in appeal.
1.					
2.					
3.					

FORM-V

(See rule 10)

Form of register to be maintained in the office of the second appellate authority.

Name of office of the second appellate authority. -----

Sr. No.	Date of filing second appeal	Name of the first appellate authority (along with name of office) against whose decision appeal has been filed.	Particulars of disposal of second appeal (a) Rejection----- (b) Penalty----- (c) Departmental proceedings----- (d) Payment of compensation. -----	Brief details of order passed.
(1)				
(2)				
(3)				

By order

Principal Secretary (AR) to the
Government of Himachal Pradesh

Endst. No. As above.

Dated Shimla-2, the 21.11 2011.

Copy forwarded to the following for information & necessary action:-

1. All the Administrative Secretaries to the Government of Himachal Pradesh
2. All the Divisional Commissioners in Himachal Pradesh.
3. The Accountant General (Audit) HP Shimla-3.
4. The Resident commissioner, HP Himachal Bhavan, Sikandra Road, New Delhi.
5. All the Heads of Departments in Himachal Pradesh.
- 6 All the Deputy Commissioners in Himachal Pradesh.
7. All the Managing Directors, Boards/Corporations in Himachal Pradesh.
8. The Resident Commissioner, Pangi at Killar, Distt Chamba, HP.
9. All the Vice Chancellors of Universities, in Himachal Pradesh.
10. The Secretary to the Governor, HP Shinla-2.
11. The Secretary, HP Vidhan Sabha, Shimla-4.
12. The Registrar, High Court of Himachal Pradesh, Shimla-171001.
13. The Secretary, State Information Commission, HP Shimla-2.
14. Secretary, HP Public Service Commission, Shimla-4.
- 15 The Controller, Printing and Stationery, HP for publication in the Rajpatra (Extra Ordinary)

Joint Secretary (AR) to the
Government of Himachal Pradesh

Department wise List of dates of PSG Notification of Services

Sr. No.	Department	Date
1	Agriculture Department	26-Nov-2011
2	Animal Husbandry Department	08-Nov-2011
3	Co-operation Department	07-Nov-2015
4	Environment Department	21-Apr-2016
5	Forest Department	26-Nov-2011
6	Health and Family Welfare Department	02-Dec-2011
7	Home - F Department	04-Nov-2011
8	Home Department	29-Feb-2012
9	Housing Department	16-Jan-2012
10	Industries Department	16-Dec-2011
11	Irrigation and Public Health Department	07-Jan-2011
12	Panchayati Raj Department	02-Jan-2012
13	Revenue Department	30-Dec-2011
14	Social Justice and Empowerment Department	28-Dec-2011
15	Town and Country Planning Department	21-Apr-2014
16	Transport Department	26-Aug-2013
17	Urban Development Department	

Department wise list of Notified services under PSG Act, 2011

Sr. No.	Department	Number of notified services
1	Agriculture Department	1
2	Animal Husbandry Department	3
3	Co-operation Department	4
4	Environment Department	4
5	Forest Department	7
6	Health and Family Welfare Department	9
7	Home - F Department	2
8	Home police Department	11
9	Housing Department	11
10	Industries Department	8
11	Irrigation and Public Health Department	3
12	Panchayati Raj Department	6
13	Revenue Department	6
14	Social Justice and Empowerment Department	4
15	Town and Country Planning Department	7
16	Transport Department	4
17	Urban Development Department	9
18	Labour & Employment	2

Statement showing the list of services notified by various departments in the state under “Implementation of Himachal Pradesh Public Service Guarantee Act”

Department (No of service)	Notified Services	Timeline
Agriculture (1)	1. Soil testing (sample)	60 days
Animal Husbandry (3)	1. Artificial insemination	2 to 12 hours
	2. Issuance of health / Fitness certificate	1 to 7 days
	3. Post-Mortem of loves tock	12 to 72 hours
Forest (4+3)	1. Grazing permits	24 hours
	2. Compensation to be paid for killing domestic animals by wild life and for injuries inflicted/killing of human being	24 hours
	3. Grant of tree distribution (TD) to right holders	15 days
	4. TD to disaster suffers	60 days
Health and Family Welfare(9)	1. Disability certificate without expert opinion/investigation	Same days
	2. Post mortem report with visceral/chemical examination	72 hours
	Post mortem report with visceral/chemical examination	2 days
	3. Issuance of medical certificates post illness/fitness	Same day
	Medical certificate of fitness for driving license	2 days
	Service entry fitness	3 hour
	4. Outdoor patient department slips/tickets	30 minutes
	5. Emergency call attending in peripherals institutions on call	1 hours
	6. Emergency call attending in institutions on call	15 minutes
7. Discharge of Patient	4.30 hours	
Home (Fire Service) (2)	8. Lab testing reports-routine	Same day by 3 PM
	9. Lab testing reports-emergency	2 hours
Home (Police) (11)	1. Issue of fire reports	7 days
	2. Issue of non-objection certificate (NOC) for fire softy	30 days
Home (Police) (11)	1. Supply of copy of first information reports (FIR)	Immediately after registration of FIR

	2. Passport verification (regular)	15 days
	3. Passport verification (talka)	15 days
	4. Verification of character and antecedent when requested for/by the employer/organization	15 days
	5. NOC for pump, gas agency, hotel and bar,etc	15 days
	6. Arms license	15 days after the personal appearance
	7. Transfer of arms license	15 days after the personal appearance
	8. Missing reports	Immediately after receipt of written complaint
	9. Police assistance through SMS No 9459100100	24 hours
	10. Action on online complaints	24 hours
	11. Online compounding of traffic offences	Immediately
Housing (11)	1. Enquiries regarding installment/dues	2 weeks
	2. Mortgage permission	2 weeks
	i. For residential units	-do-
	ii. For industrial/commercial/institutional units	-do-
	3. No dues certificate regarding maintenance charges/certificates of non-encroachment/unauthorized	3 Weeks
	3.1 No dues certificate regarding full and final payment of house/plots/flats	1 weeks
	4. Conveyance deed	1 weeks
	5. Issue of possession letter	8 weeks
	6. Registration conveyance deed	4 weeks
	7. Sanction of building plans	2 weeks
	8. Completion certificate	4 weeks
	9. Refunds	4 weeks

	10 Water/sewerage connection	6 weeks
	11 Transfer of allotment of house/plot/flat	6 weeks
Industries (7+1)+67	1. Acknowledgement of entrepreneurship memorandum Part I	6 working days
	2. Acknowledgement of entrepreneurship memorandum Part II	30 working days
	3. Issue of essentially certificate	45 working days
	4. Issue of certificate of approval (registration) of lessee under minor minerals rules	6 working days
	5. Registration firms, suppliers, etc, with stores purchase organization.	15 working days
	6. Registration Partnership of firms	7 working days
	7. Registration of sericulture farmers/ involved in sericulture and silk industry in the state	7 working days
Irrigation and Public Health (3)	1. Sanction of water connection (domestic/commercial)	1 month
	2. Minor breakdown in drinking water supply and irrigation schemes	1 days
	❖ Failure of power supply	1 day
	❖ Minor breakdown in pumping machinery due to greasing, oiling, change of gland packing pump, kecking ailment and replacement of nuts/bolts/service etc.	1 day
	❖ Breakage of existing fittings, union, valve, line, etc.	1 day
	❖ Bursting of packing of flanges of common headers/suctions pipe or rising main	2 days
	❖ Leakage in rising main	2 days
	3. Major breakdown in drinking water supply and irrigation schemes-Burning of transformer of state Electricity Board and failure of supply	1 day
	❖ Burning of electric parts due to lightening	3 days
	❖ Land sliding during rainy season	7 days
	❖ Pumps, motors including stand by pump sets going out of order simultaneously	7 days
Panchayati Raj(6)	1. Registration of births and deaths and issuance of certificates	24 hours

	thereof	
	2. Registration Marriage s and issuance of certificates thereof	24 hours
	3. Issuance of copy of Panchayati record including prewar register	5 days
	4. Issuance of BPL certificate	24 hours
	5. Processing and disposing off the applications for transit permits for minor forest produce (MFP)	24 hours
	6. Issue of ration Card	24 hours
Revenue (6)	1. Patwari level supply of copies of revenue records	Same or next day
	2. Reports for issuance of various certificates	-do-
	3. Reports of damages due to natural calamity	7-8 days
	4. Tehsildar /Naib Tehsildar level issuance of various certificate	Same or next day
	5. Attestation of affidavits/power of Attorneys	Same or next day
	6. Registration of deeds/documents	Same or next day
Social Justice and Empowerment (4)	1. Issue of identity cards to senior citizens	3 days
	2. Issue of identity cards to persons with disabilities	3 days
	3. Relief under Scheduled Castes and Scheduled tribes (prevention Of Atrocities) Rules 1995	One month
	4. Disbursement of stipend to the trainees under the scheme, Training and proficiency in computer applications to Scs/ Sts /OBCs and Minorities	15 th of every month
Town and County Planning (7)	1. Certificate that land is not in planning/special area	3 days
	2. Change of land use (site inspection and intimation of observation)	7 to 60 days
	3. Development Permission (site inspection and intimation of observation)	7 to 60 days
	4. NOC for release of basic services (site inspection and intimation of observation)	7 to 30 days
	5. Complaints regarding detection of unauthorized construction / deviation from approved plan and action thereof	30 days
	6. Supplying copy of records	7 days

	7. Composition of offence	60 days
Urban Development (9)+3	1. Registration of birth	2 days
	2. Registration of death	-do-
	3. Registration of marriage	-do-
	4. Copy of birth, death and marriage certificate	-do-
	5. Preparation of ration card	15 days
	6. Water supply/sewerage e-permission/map	60 days
	7. Building plan/planning permission/map	60 to 90 days
	8. Issuance of BPL Certificate	7 days
	9. NOC for Electricity	30 days
Transport (3+1)	1. Registration of vehicles	6 working days
	2. Conductor License	3 working days
	3. Permanent driving license/ Conductor License	6 working days
Co-operation (4)	1. Registration of Co-operative societies under HP Co-operative Societies Act 1968	15-21 days
	2. Amendment of bye laws	15-21 days
	3. Registration of Societies Under HP Societies Registration Act, 2006	15-21 days
	4. Amendment of by laws of societies under Societies Registration Act, 2006	21 days
Environment, Science and Technology (State Pollution Control Board) (4)	1. Grant of consent to establish to green and orange categories of industries not requiring environmental clearance located in notified industrial areas/ estates falling in the delegated powers of senior Environmental Engineers/Regional Officers of HPPCB under water Act, 1974 and Air Act,1981	Within 15 days on complete application
	2. Grant of consent to operate to green and orange categories of industries not requiring environmental clearance located in notified industrial areas/ estates falling in the delegated powers of senior Environmental Engineers/Regional Officers of HPPCB under water Act, 1974 and Air Act,1981	Within 40 days
	3. Grant of consent to renewal of consent to establish to green	Within 15 days

	<p>and orange categories of industries not requiring environmental clearance located in notified industrial areas/ estates falling in the delegated powers of senior Environmental Engineers/Regional Officers of HPPCB under water Act, 1974 and Air Act,1981</p>	
	<p>4. Grant of consent to renewal of consent to establish to green and orange categories of industries not requiring environmental clearance located in notified industrial areas/ estates falling in the delegated powers of senior Environmental Engineers/Regional Officers of HPPCB under water Act, 1974 and Air Act,1981</p>	<p>Within 30 days</p>

List of Nodal Officer nomination for implementation of Public Services Guarantee Act, 2011 in the Departments.

Sr. No.	Name of the Department	Name & Designation of Nodal Officer	Address	Telephone Number	Government Level/HODs
1	Animal Husbandry	1. Vety. Officer (IT)	Directorate of Animal Husbandry, H.P. Shimla-5	9816023129	HODs Level
2	I & PH	1. Er. Sushil Justa Superintending Engineer (Works)	Head Office, I & PH Department U.S. Club Shimla-1	9418069324 0177-265562 lph-hp@nic.in	HODs Level
3	Health & Family Welfare	1. Dr. Anjna Raina, Deputy Director of Health Services H.P.	Health & family Welfare department H.P. Shimla-9	0177-2621424 9418821635 dirhelths@gmail.com	HODs Level
4	Industries	1. Sh. Jatinder Sanjta, Joint director of industries (Admn.).	Directorate of Industries H.P. Shimla.	9418904587 0177-2658310 Dirindus-hp@nic.in	HODs Level
5	Himachal Pradesh Judicial Academy	1. Sh. Hans Raj, Joint Director of the Academy.	H.P. Judicial Academy, Curzon House, Boileauganj Shimla-5.	_____	HODs Level
6	Director General of Police	Shri Saju Ram Rana, HPS, superintend, Law & Order/ Welfare, Deputy SP Baddi. 1. Sh. Ram Lal Bansal, Dy. SP (H) Shimla 2. Sh. Sushil Kumar Sharma, HPS, Addl. SP. Solan.	Law & Oder/ Welfare, HPQ H.P, shimla-2.	9418083065 0177- 2627549 0177-2659001 9418067033 01792-223921 94180-85111	HODs Level -do- District Level -do- -do-

		3. Sh.Partap Singh, HPS, Dy SP (H) Sirmour.		01702-222557 94182-70636	-do-
		4. District Inspector. Of Police Kinnaur.		01786-22227 (R) 223227	-do-
		5. Sh. Man Mohan Singh, HPS, Addl. SP Bilaspur.		01978-224300 9418010870	-do-
		6. Sh. Shiv Kumar Sharma, HPS, Addl. SP Hamirpur.		01978-224688 9418466604	-do-
		7. Sh. Kuldeep Chand Rana, HPS, Addl SP Mandi		01905-224164 9418280090	-do-
		8. Sh. Nischint Singh Negi, HPS, Addl. SP Kullu		01902-225589 9418002324	-do-
		9. Sh. Sanjay Kumar Sharma, DSP Keylong.		01900-222269 9418074009	-do-
				01906-222214	-do-

		10. Sh Mukesh, DSP/ SDPO KAza Distt. L& S. 11. Sh.Virander Singh Thakur, HPS, Addl SP Una. 12. Sh. Hitesh Lakhnopal, HPS, Dy. SP (HQ) Kangra. 13. Sh. Kulwant Singh, HPS, Addl. SP Chamba.		9418466593 01975-225693 9418042888 01892-22244 9418083002 01899-222224 9418067672	-do- -do- -do-
7	Home Guard & Civil Defence	1 .Shri Jitendra singh, Staff Officer (Training).	Home Guard State Hdqrs H.P. Shimla.-1	9816084098	HODs Level
8	Urban Development	1. Addl.Secretary/jt. Secy./Dy. Secy./ Under Secy. (UD). 2. Addl. Director/Jt, Director/Dy. Director, Directorate of Urban Dev.	H.P. Secretariat Shimla-2. Department of Urban Dev. Talland Shimla	9805011439 0177-2626518 9459911011 Ud-hp@nic.in	Government Level HODs Level
9	Transport	1. Shri Rajinder Singh Rathore, HAS Joint Commissioner Transport -cum-RTO (HQ) HP.	Directorate of Transport H.P.	9418000494 0177-2808950	HODs Level
10	Panchayati Raj	1. Sh. Kewal Sharma, Joint Director, Panchayati Raj.	Department of Panchayati Raj H.P. Shimla-9	0177-2623820 9418426511 Dir-prd-hp@nic.in	HODs Level
11	Housing & Urban Dev. Authority	1. Shri Umesh Sharma, Chief Engineer, HIMUDA.	H.P. Housing & Urban Development Authority Nigann Bihar Shimla-2.	98160-03741	HODs Level

12	Agriculture	1. Shri Remesh Chand, Joint Director	Directorate of Agriculture H.P. Shimla -5.	9816132705 Krishibhawan-hp	HODs Level
13	Town & Country Planning	1. Shri Sandeep Kumar, Director, TCP.		0177-2622494 9418094470 townank@hotmail.com	-do-
14	Cooperation	1. S.K. Rangra, Joint Registrar		0177-262070 94180-34910 Rcs-hp@nic.in	HODS Level
15	SJ&E	Deputy Secy./ Under Secy./ (SJ&E)		9816424443	Secretariat Level
16	Forest	Sh.. Vineet Kumar, Pr. Chief Conservator of forest (Admn.)O/o Pr. CCF, Shimla	IFS, APCCF (Admin) O/o PCCF, H.P. Shimla-17001	9418027272	HODs Level
17	Horticulture				
18	Labour & Emp.	Sh. Ashwani Kumar Sood Dy. Director Factories	Department of Labour & Emp.	94184-73059-2624157 ddf - hp@nic.in	HODs Level
19	Env.Sci.& Tech.	Dr. Bhanu Neompaney Pr. Scientific Officer	Pr. Scientific Officer (BT) Env. S & T Shimla-1	0177-2655456	HODs Level
20	Pollution Control Board				

List of Nodal Officer nomination for implementation of Public Services Guarantee Act, 2011 in Districts.

Sr. No.	Name of the District	Name & Designation of Nodal Officer	Address	Telephone Number	Government Level/HODs
1	Una	1. Assistant Commissioner to Deputy Commissioner, Una.	Office of Deputy Commissioner Distt. Una.	9418052771 01975-225800	District level
2	Kullu	1. Assistant Commissioner to Deputy Commissioner, Kullu.	Office of Deputy Commissioner Distt. Kullu.	9805490009	District level
3	Hamirpur	1. Dr. Ahish Sharma, HPAS, Assistant Commissioner to Deputy Commissioner, Hamirpur.	Office of Deputy Commissioner, Distt. Hamirpur.	9418485816	District level
4	Mandi	1. Assistant Commissioner to Deputy Commissioner, Mandi.	Office of Deputy Commissioner, Distt. Hamirpur.	01905-225209 9418488702	District level
5	Chamba	1. Shri SubhKaran Singh (HAS). Addl. District Magistrate, Chamba.	Office of Deputy Commissioner, Distt. Chamba.	9418204690	District level
6	Lahaul & Spiti	1. Sh. Surjeet Singh Rathore, HAS. 2. Dr. Amit Guleria, HAS 3. Sh. Jagan Thakur, HAS.	SDO © Lahaul at Keylong SDO © Udaipur. SDO © Spiti at Kaza	9418126508 01900-22225 Sdm-keylong@nic.in 9418139700 01909-262224 Sdm-udaipur@nic.in 9418012038 01906-222302	District Level

Sr. No.	Name of the District	Name & Designation of Nodal Officer	Address	Telephone Number	Government Level/HODs
7	Bilaspur	Assistant Commissioner to Deputy Commissioner, Bilaspur H.P.	Office of Deputy Commissioner, Distt. Bilaspur.	01978-224688 94184-56920	District Level
8	Kangra at Dharmshala	District Revenue Officer, Kangra.	District Revenue Officer, Kangra at Dharmshala	01892-223318 94180-56629	District Level
9	Kinnaur at Reckong Peo	Sh. Yogesh Chauhan, HAS Assistant Commissioner, Kinnaur at Reckongpeo H.P	Office of the Deputy Commissioner Distt. Kinnaur at ReckongPeo H.P.	9418658911	District Level
10	Solan	Sh. Narinder Chauhan Assistant Commissioner to Deputy Commissioner Solan	Office of the Deputy Commissioner Distt. Solan	01792-223706	District Level
11	Sirmour	Shri S.S Rathore Assistant Commissioner to Deputy Commissioner Distt. Sirmour	Office of the Deputy Commissioner Distt. Sirmour	01702- 222546 9816050032	District Level
12	Shimla	Smt. Isha Assistant Commissioner to Deputy Commissioner, Shimla H.P.	Office of the Deputy Commissioner Distt. Shimla	9418454058 ac-sh-hp@nic.in	Office of Deputy

**Government of Himachal Pradesh
Department of Animal Husbandry**

No. AHY-A(3)-2/2011

Dated 2-12-2011

NOTIFICATION

In exercise of the powers vested Under Section of the HP Public Services Guarantee Act, 2011, the Governor, Himachal Pradesh is pleased to notify the following services, designated Officers, 1st Appellate Authority and 2nd appellate authority under for providing the services within the prescribed time limits relating to the Animal Husbandry Department, Himachal Pradesh for the purpose of the above said Act:-

Sl. No.	Title of Service	Designated Officer/Official	Time limit for providing Services	Designation of 1st Appellate Authority	Designation of 2nd Appellate Authority
1	Artificial Insemination	Skilled Insemination of the concerned area	At the Veterinary Institution:- On receipt of request for Artificial insemination the skilled inseminator shall examine the concerned cow/buffalo within two hours and after examination, depending on stage of estrus, he will decide the time of conducting the Artificial Insemination. At door step of the livestock owner- On receipt of request for Artificial Insemination the skilled inseminator examine the concerned cow/ buffalo at the door step of the farmer at the earliest but not later than 12 hours and after examination, depending on stage of estrus, he will decide the time of conducting the Artificial Insemination.	Deputy director (AH/B)/ Controlling officer of the concerned area.	State Information Commission
2	Issuance of Health/Fitness	Senior Veterinary Officer/	On receipt of written request, the designated officer will examine the	Deputy director (AH/B)/	

	certificate	Veterinary Officer of the concerned area.	<p>animal and issue health/fitness certificate as per following time schedule:- At the Veterinary institution:-</p> <p style="text-align: center;">On the same day</p> <p>At door steps of the livestock owner- Maximum 7 days</p> <p>Note: - In case the livestock is also required to be insured, then the designated officer will issue health/fitness certificate within the prescribed time schedule given above after the animal has been tagged by the concerned insurance agency.</p>	Controlling officer of the concerned area.	
3	Post Mortem of the livestock	Senior Veterinary Officer/ Veterinary Officer	<p>On receipt of written request the designated officer will proceed for conducting postmortem within following time schedule:-</p> <p>(1) If the site of conducting Post Mortem is connected with motorable road- Max. 12 hours.</p> <p>(2) If the site of conducting Post Mortem is connected with foot path- Max. 24 hours.</p> <p>(3) If the site of conducting Post Mortem falls in</p>	Deputy director (AH/B)/ Controlling officer of the concerned area.	

			inaccessible area Max.48-72 hours.		
			Issuance of Post Mortem Report_ Max. 3 days after conducting the Post Mortem.		

- Provision of services within time schedule will depend on availability of staff and inputs at the institution concerned, Otherwise extra time will be required to arrange staff from nearby institution along with emergency medicines/inputs/transport etc.

By Order

A.J. V. Prasad)
Pr. Secretary (AH) to the
Govt. of Himachal Pradesh.
Dated 2-12-2011

Endst. No. AHY-A(3)

Copy for information & necessary action to:-

1. The Secretary to governor, Himachal Pradesh, Raj Bhawan, Shimla-2
2. The Pr. Secretary to Chief Minister, HP shimla-2.
3. The special secretary-cum-Pr. Private Secretary to the Chief Minister, HP Shimla
4. The Sr. Private secretary to Chief Minister, HP, Shimla-2
5. All Administrative secretaries, Government of Himachal Pradesh.
6. The Pr. Secretary (Admn. Reforms) to the govt. of Himachal Pradesh.
7. All Deputy Directors (AH/B) in Himachal Pradesh.
8. All Joint Director of Animal Husbandry in HP.
9. The Director of Animal Husbandry, Himachal Pradesh, shimla-5 w.r.t. his letter No.102/74-Vety. Dated 8-11-2011.
10. The Controller, Printing & Stationery Deptt. H.P. Printing Press, shimla-5 with reque to publish the above notification in H.P. Rajpra (Extra Ordinary).
11. Guard file.

-sd-

Under secretary (AH) to the
Govt. of Himachal Pradesh.

**Government of Himachal Pradesh
Department of Agriculture**

No. Agr.A (4)1/2007-VI

Dated Shimla-2

26-11-2011

NOTIFICATION

In exercise of the powers vested Under Section-3 of the HP Public Services Guarantee Act, 2011, the Governor, Himachal Pradesh is pleased to notify the following services and its designated Officers, 1st Appellate Authority and 2nd appellate authority and the stipulated time limit for the purpose of the Act ibid:

Sl. No.	Name of Service	Accepting authority for application	Designation of Designated Officer	Time limit for providing Services	Designation of Appellate Authority	
					Ist	IInd
1	Soil Testing (Sample)	ADO/AEO of soil Testing Lab of the area concerned.	Soil Testing Officer.	60 days after receipt of sample in the Office of designated Officer.	Deputy Director of Agriculture (concerned District) and District Agriculture Officers for District Kinnaur and Lahaul & spiti	State Information commission Himachal Pradesh.

By Order

Addl. Chief Secretary (Agr.) to the
Government of Himachal Pradesh.

No. Agr. A (4)1/2007-VI

Dated

Shimla-2

26-11-2011

Copy is forwarded to the following for information & necessary action:-

1. Secretary, State Information , H.P., Shimla-2
2. All Deputy Commissioners, H.P.
3. Pr. secretary-(AR) to the Govt. of H.P., Shimla-2
4. Director of Agriculture, , Himachal Pradesh,, Shimla-5 alongwith "application-cum-receipt form" for required distribution and pasting in offices. He is also requested to make it ensure that the staff at cutting edge level is aware of their role for timely delivery of services and time line prescribed.
5. All Addl./Joint/Deputy Directors of agriculture/Distt. Agriculture Officers, H.P.
6. The Controller, Printing & Stationery Department. H.P. Printing Press, Shimla- 5 for publication in Govt. Gazette of H.P.

Deputy Secretary (Agr.) to the
Govt. of Himachal Pradesh

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**Government of Himachal Pradesh
Department of Health & Family Welfare**

No. Health-A-H(1)-1/2011

Dated, Shimla-2,

30th Nov., 2011

NOTIFICATION

In exercise-of the powers conferred under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011, the Governor, Himachal Pradesh is pleased to notify various services, authorities & time limits under this act as under:-

Sr. No.	Name of Service Public Service	Designated Officer	Format of the application	List of documents required to obtain service	Person who can request for service	Time Limit for service	First Appellate Authority	Remarks
1	2	3	4	5	6	7	8	9
1	Issuance of Medical Certificates							
	a) Post illness- (Fitness)	PHC-Medical Officer In-charge CHC & C -Senior Medical Officer Incharge, District Hospital- SMO Incharge Zonal Hospital-SMO Incharge	No application required	OPD Slip and Discharge slip	Patient	Same day during working hours	PHC/CHC/ BMO, Hospital-Zonal Medical Superintendent	No fee prescribed
	b) Medical Certificate of Fitness for Driving	CHC & CH- Senior Medical Officer Incharge, District Hospital- SMO Incharge, Zonal Hospital- SMO Incharge	Prescribed Application Form	Two recent passport size Photographs alongwith medical report	Applicant	Within 2 working days after the submission of the application form and documents	CHC/CH— BMO, District Hospital-CMO, Zonal Hospital-Medical Superintendent	Fee as prescribed by RKS concerned

	c) service Entry Fitness	District Hospital- SMO Incharge, Zonal Hospital- SMO Incharge	Request from Appointing Authority	Medical Examination Report	Appointed person	Within three working days	District Hospital-CMO, Hospital-Medical Superintendent	Fee as prescribed by the concerned
2	Disability Certificate:							
	i) Without Expert opinion/investigations	District Hospital SMO Incharge, Zonal Hospital- SMO Incharge	Application on plain paper	Three recent passport size photographs, any Residential Proof (Electricity bill/Telephone bill/Passport/Aadhar Card/Ration card/Voter ID Card)	Affected Person/ Guardian	30 days	District Hospital- CMO, Zonal Hospital-Medical Superintendent	No fee prescribed
	ii) With Expert opinion/investigations	District Hospital SMO Incharge, Zonal Hospital- SMO Incharge	Application on plain paper	Three recent passport size photographs, any Residential Proof (Electricity bill/Telephone bill/Passport/Aadhar Card/Ration card/Voter ID Card)	Affected Person/ Guardian	Same day during work-ing hours (after the receipt of opinion /report	District Hospital- CMO, Zonal Hospital-Medical Superintendent	No fee prescribed
	Post-Mortem Report							
	i) Without Visceral/ Chemical examination	CH-Senior Medical Officer Incharge, District Hospital-SMO Incharge, Zonal Hospital SMO Incharge	Not applicable	Not applicable	Requisition from Police/ Magistrate	Within 72 working Hrs of conducting Post Mortem	CHC/CH— BMO, District Hospital-Medical Superintendent	No fee prescribed
	ii) With Visceral/Chemical examination	CH-Senior Medical Officer Incharge, District Hospital-SMO Incharge, Zonal Hospital SMO Incharge	Not applicable	Not applicable	Requisition from Police/ Magistrate	Within 2 days during working Hrs after the receipt of report		No fee prescribed

Foot Note: 1. All certificates shall be issued only during routine working hours. 2. Please obtain the acknowledgement of your application
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The request for service on the application/form prescribed alongwith specified a documents can be made to the designated officer or to a person subordinate to him authorized to receive such applications. All designated officers are required to issue order for authorized person and display in the Notice Board as per section 5 of the Act.

An appeal under Section -6 can be filed before the first appellate authority within thirty days from the date of rejection of application or the expiry of the stipulated time limit.

An appeal against the order of the first appellate authority can be filed before the State Information Commission, Himachal Pradesh, who is the second appellate authority.

By Order

-sd-
Secretary (Health) to the
Govt. of Himachal Pradesh.

Endst. No. As above Dated Shimla-2 the 30th /01 Nov., 2011

Copy forwarded to the following for information & necessary action to :-

1. All the Administrative Secretaries to the govt. of H.P.
2. The Secretary (AR) to the govt. of H.P.
3. The Director of Health services, HP, shimla-9.
4. The Director, NIC, HP, shimla-9.

By Order

-sd-
Special Secretary (Health) to the
Govt. of Himachal Pradesh.

**Government of Himachal Pradesh
Department of Health & Family Welfare**

No. Health-A-H(1)-1/2011

Dated, Shimla-2, 3rd Sept., 2013

NOTIFICATION

In exercise-of the powers conferred under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 and in continuation of this Department Notification of even number dated 1.12.2011 the Governor, Himachal Pradesh is pleased to notify following more services under this act :-

Sr. No.	Name of Service Public Service	Designated Officer	Format of the application	List of documents required to obtain service	Person who can request for service	Time Limit for service	First Appellate Authority	Remarks
OPD Slip								
1	OPD Slips Tickets	SMO/MO Incharge of the respective Institutions	NA	No	Patient /Attendant	Within 30 Minutes	PHC &CHC- BMO CH &RH- CMO ZH-Sr.MS	Free of cost
Emergency call attending								
2	Emergency call attending in peripheral Institutions on call	SMO or MO authorized by Head of Instt.	OPD Slips	OPD Slips	Patient /Attendant	1 hour	PHC &CHC- BMO CH &RH- CMO ZH-Sr.MS	Free as prescribed by RKS concerned
	Emergency call attending in Institutions on call	SMO or MO authorized by Head of Instt.	OPD Slips	OPD Slips	Patient /Attendant	15 min.	PHC &CHC- BMO CH &RH- CMO ZH-Sr.MS	Free as prescribed by RKS concerned

Discharge of patient								
3	Discharge of patient	SMO or MO authorized by Head of Instt.	NA	NA	Patient /Attendant on completion of the treatment	Within 4 hours and 30 minutes on request of patient's attendant	PHC &CHC- BMO CH &RH- CMO ZH-Sr.MS	Free as prescribed by RKS concerned
Lab Testing Reporting								
	Lab. Testing reporting routine	SMO or MO authorized by Head of Instt.	Lab. Investigation slip issued to the patient by concerned Instt.	Lab. Investigation slip issued to the patient by concerned Instt.	Patient /Attendant	Same day by 3PM	PHC &CHC- BMO CH &RH- CMO ZH-Sr.MS	Free as prescribed by RKS concerned
	Lab. Testing reporting emergency	SMO or MO authorized by Head of Instt.	Lab. Investigation slip issued to the patient by concerned Instt.	Lab. Investigation slip issued to the patient by concerned Instt.	Patient /Attendant	Same day within 2 hours (if test is feasible in two hours)	PHC &CHC- BMO CH &RH- CMO ZH-Sr.MS	Free as prescribed by RKS concerned
Foot Note: 1. All certificates shall be issued only during routine working hours. 2. Please obtain the acknowledgement of your application.								

The request for service on the application/form prescribed alongwith specified documents can be made to the designated officer or to a person subordinate to him authorized to receive such applications. All designated officers are required to issue order for authorized person and display in the Notice Board as per section 5 of the Act.

An appeal under Section -6 can be filed before the first appellate authority within thirty days from the date of rejection of application or the expiry of the stipulated time limit.

An appeal against the order of the first appellate authority can be filed before the State Information Commission, Himachal Pradesh, who is the second appellate authority.

By Order

Principal Secretary (Health) to the
Govt. of Himachal Pradesh.

Endst. No. As above Dated Shimla-2 the 30th /01 Nov., 2011

Copy forwarded to the following for information & necessary action to :-

1. All the Administrative Secretaries to the govt. of H.P.
2. The Secretary (AR) to the govt. of H.P.
3. The Director of Health services, HP, shimla-9.
4. The Director, NIC, HP, shimla-9.

By Order

Principal Secretary (Health) to the
Govt. of Himachal Pradesh.

(Authoritive English "text of this Department Notification No, Home(A)A(3- 2/2010 Dated_____ as required under clause (3) of articles 348 of the 13- Constitution of India).

**Government of Himachal Pradesh
Department of Home**

No. Home (A)A(3) -2/2010

Dated: 29th Feb., 2012

NOTIFICATION

In exercise of the powers conferred by Section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 and Rule-4 of the Himachal Pradesh , Public Service Guarantee Rules , 2011; the Governor, Himachal Pradesh is pleased to notify various services, authorities & time limits under the Act in the Police Department as under:-

Sr. No.	Name of Service Public Service	Person who can request for service	Designated Officer	Format of the application	List of documents required to obtain service	Time Limit for service	First Appellate Authority	Remarks
1	2	3	4	5	6	7	8	9
1	Supply of copy of FIR	Complainant	MHC	Nil	Nil	Immediately after Registration of FIR	SO	Free of cost
2	Passport verification (Regular) as	Any citizen (Applicant)	SHO	Standard from prescribed under the Passport Act forwarded by the RPO	Documents submitted to the RPO	15 days after receipt in Police Station	SO	Free of cost
3	Passport verification (Tatkaal)	Any citizen	SP	Standard from prescribed under the Passport Act forwarded by the RPO	1.Form 'C' under passport Act . Age proof. 3.Residence Proof 4.Two passport size Photographs.	7 days after receipt of application in S.P. Office.	IGP Range	Free of cost

4	Verification character antecedents when requested for by the employer/ Organization	Employer	SHO	On the format supplied by the employer	As provided in Police Web Portal hppolice.nic.in	15 days	So	Free of cost
5	NOC petrol pump, gas agency, Hotel & Bar etc.	Any applicant	SHO	On plain paper	Application with proof of residence and identification	15 days	So	Free of cost
6	Arms License	Any Citizen	SP/Addl. SP	Standard Form prescribed under the arms Act/Rules	As prescribed under the Arms Act/Rules	15 days after the personal appearance	IGP Range	Free of cost
7	Transfer of Arms License	Any Citizen	SP/Addl. SP	Under the Arms Act/Rules	As prescribed under the Arms Act/Rules	Immediately after receipt of the written complaints	SP	Free of cost
8	Missing report	Any person	SHO/Incharge Police Post	Nil	Nil	Action within 24 hours	SO	Free of cost
9	Police assistance through SMS No. 9459100100	Any person	SHO	Nil	Nil	Action within 24 hours	SO	Free of cost
10	Action on online complaints	Any person	SHO	As provided in Police Web portal hppolice.nic.in	Nil	24 hours subject to internet connectivity.	SO	Free of cost
11	On line compounding of Traffic Offences	Any person	SHO/Incharge Traffic	As provided in Police Web portal hppolice.nic.in	Nil	Immediately	SO	Free of cost

IGP-Inspector General of Police.
SP-Superintendent of Police of the District.
RPO-Regional Passport Officer.
SO-Supervisory Officer.(Additional SP/Deputy SP).
SHO-Station House Officer.
MHC-Moharir Head Constable/Munshi.

The request for service on the application/Form prescribed alongwith specified documents, can be made to the designated officer or to a person subordinate to him authorized to receive such applications. Acknowledgment as provided in the Rule will be given. All designated officers are required to issue order for authorized person and display in the Notice Board as per section 5 of the Act.

An Appeal under Section 6 can be filed before the first appellate authority within thirty days from the date of rejection of application or the expiry of the stipulated time limits .

An appeal against the order of the First Appellate Authority can be filed before the State Information Commission, Himachal Pradesh, which is the second Appellate Authority.

By Order

Principal Secretary (Home) to the
Government of Himachal Pradesh.

Endst. No. No. Home (A)A(3-2/2010

Dated: 29th Feb, 2012

Copy is forwarded to the following for information and necessary action to :-

1. All the Administrative Secretaries to the Govt. of HP.
2. The Secretary (AR) to the Govt. of HP.
3. The Director General of Police, Himachal Pradesh, Shimla-2.
4. The Inspector General of Police, Northern, Dharmasala Central · Range Mandi & Southern Range, Shimla, Himachal Pradesh
5. The Director, NIC. HP Shimla-2. .
6. All District Superintendents of Police, Himachal Pradesh.
7. The Controller, Printing Press & Stationary, Himachal Pradesh, Shimla-5.

Deputy Secretary (Home) to the
Government of Himachal Pradesh.

FORM "A"
APPLICATION FORM FOR GETTING N.O.C. FROM FIRE SERVICES DEPARTMENT

1. Name and address of the firm/company.....
- 2 Name and contact No. of the owner.....
- 3 Location of building and type of construction.....
4. Type of Business.....
- 5 Whether the property is OWN/RENTED/LEASED (attach documentary roof).....
6. Plot area.....
7. Covered area (at ground level)/.....
8. Height of building.....
9. Nos of floor.....
10. Total covered area of the building..... (attach approved drawings of the building from TCP/MC
11. No. of the workers/officials.....
12. Mode and type of production.....
13. Electrical wiring system.....sanctioned electrical load.....
14. List of raw material.
15. Name of finished products
16. Detail of insurance, if any..
17. Distance from nearest Fire Station.....
18. Whether fresh NOC or Renewal.....
19. Details of First Aid Fire Fighting equipment/extinguishers already installed within the Premises:-

Sr. No.	Type of Extinguishers	Capacity	Qty.	Make	Sr. No./ explosive No.	Years of Mfg	Date of purchase	Remarks/ Refilling date
1								
2								
3								
4								
5								

Fixed Fire Fighting Installation:-

- | | |
|---|---|
| a) Yard Hydrants/Landing Valve | b) Riser |
| c) Down Comer | d) Hose Reel |
| e) Automatic Sprinkler system | f) Automatic Detection and Alarm System |
| g) Manually Operated Electric Fire Alarm System | h) Deluge valves & Monitors etc. |
| i) Delivery Hoses | j) Emergency Branch etc. |

20. Water supply (a) Under Ground Static Water Storage Tank with capacity.....
- b) Terrace Tank with capacity.....Water source.....

21. Pump capacity in LPM.

a) Pump House at Ground level

b) Pump at Terrace level

22. Detail of safety equipments, if any i.e. Protective Suits, Entry Suit, B.A. Set etc.

23. Whether the workers / other staff are well conversant with the operation of first aid fire fighting equipments installed in the premises.....Yes No

24. Detail of flammable and hazardous materials along with Physical and Chemical data.

.....

25. Whether P. A. system is installed.....Yes No

26. Compliance/ recommendation, if any, made in previous inspection.....Yes No

27. Other information:

It is certified that the information provided in this form, is correct. No information has been concealed, misrepresented or falsified. I understand that in the event of any wrong information provided in this form the NOC is liable to be withdrawn / cancelled by the Fire services.

Signature

Seal / Stamp

FORM-"B"

STANDARD INSPECTION REPORT FORM

Himachal Fire Services

INSPECTION REPORT

1. Sub: Issue of Fresh or Renewal NOC.....
2. Date of Inspection.....
3. Name of inspecting Officer.....
4. Name & address of the building.....
5. Type of occupancy.....
6. Constructional/features:-
 - a) Plot area: m²
 - b) Covered area: m²
 - c) Number of floors:-
 - d) Total covered area of all floors..... m²
 - e) Height of building mtrs.
 - f) No of Staircase :
 - g) Compartmentation (Location and rating of fire walls.
7. Raw Material.....
8. Name of finished product(for industries etc.).....
9. Details of flammable and hazardous material.....
10. Details of Fire Extinguishers:-

Sr. No.	Type of Fire Extinguishers	Capacity.	Qty.	Make	Sr. No./ explosive No.	Years of Mfg	Remarks Date of Refilling
1	CO2						
2	Mech Foam						
3	DCP/ABC						
4	Water Type						
5							
6							

11. Fixed Fire Fighting Installation:-

Sr. No.	Minimum Standards for fire Prevention and Fire Safety	Requirements	Provide at site	Remarks/ MR/NMR
1	First-Aid Hose Reel			
	Total numbers on each floor			
	Length of hose reel hose.	mtrs		
	Nozzle diameter	mm.		

12. Automatic Fire Detection and Alarming System

Sr. No.	Minimum Standards for fire Prevention and Fire Safety	Requirements	Provide at site	Remarks/ MR/NMR
	Type of detector			
	<ul style="list-style-type: none"> Location of Main Panel 			
	<ul style="list-style-type: none"> Location of Repeater Panel 			
	<ul style="list-style-type: none"> Alternate sources of power 			
	<ul style="list-style-type: none"> Hooters Location 			
13	MOEFAS			
14	Public Address System			
	<ul style="list-style-type: none"> Basements 			
	<ul style="list-style-type: none"> Upper Floor 			
15	Sprinkler above false ceiling			
16	Internal Hydrants			
	<ul style="list-style-type: none"> Size of riser/down comer 			
	<ul style="list-style-type: none"> Number of hydrants per floor 			
	<ul style="list-style-type: none"> Hose Box 			
17	Yard Hydrants			
	<ul style="list-style-type: none"> Total number of hydrants 			
	<ul style="list-style-type: none"> Hose Box 			
18	Pumping Arrangements			
	<ul style="list-style-type: none"> Ground Level 			
	<ul style="list-style-type: none"> Discharge of main pump 			
	<ul style="list-style-type: none"> Head of main pump 			
	<ul style="list-style-type: none"> Number of main pumps 			
	<ul style="list-style-type: none"> Jockey pump output 			
	<ul style="list-style-type: none"> Standby pump out put 			
	<ul style="list-style-type: none"> Head of main pump 			
	<ul style="list-style-type: none"> Standby pump head 			
	<ul style="list-style-type: none"> Auto starring/Manual 			
	<ul style="list-style-type: none"> Stopping 			
	<ul style="list-style-type: none"> Pump House Access 			
	<ul style="list-style-type: none"> Terrace level 			
	<ul style="list-style-type: none"> Discharge of pump 			
	<ul style="list-style-type: none"> Head to the pump 			
	<ul style="list-style-type: none"> Power supply 			
	<ul style="list-style-type: none"> Auto starting of pump 			
19	<ul style="list-style-type: none"> Capacity water Storage for Fire Fighting 			
	<ul style="list-style-type: none"> Underground tank capacity 			
	<ul style="list-style-type: none"> Fire Services inlet 			
	<ul style="list-style-type: none"> Overhead Tank capacity 			
20	Exit Signage			
21	Provision of lifts			
	<ul style="list-style-type: none"> Pressurization of lift shaft 			

	• Pressurization of lift lobby			
	• Communication in lift car			
	• Fireman's Grounding			
	• Switch			
	• Lift Signage			
22	Standby power supply			
23	Refuge Area			
	• Total area			
	• Location			
24	Fire Control Room			
	• Detector system panel			
	• PA System Panel			
	• Battery backup			
	• Building Floor Plans			
25	Special Fire Protection Systems for Protection of Special Risks, if any.			

26 General requirements.

1. Escape route.....
2. No of LPG cylinder.....
3. Electric wiring.....
4. Electric meter board.....
5. Basement.....
6. Emergency telephone No. board.....
7. Generator Set.....
8. Whether the staff and security personnel are well conversant with the operation of fire fighting equipments installed in the premises.

27. Compliance of recommendations, if any, made in previous inspection.

28. Whether the fire protection systems provided in the building were tested, checked and found functional at the time of inspection.

29. NOC(fresh or renewal) :

- Recommended (give reasons)
- Not recommended(give reasons)

Signature of the Inspecting Officer

Name.....

Designation:

Remarks /Recommendation of FPO, HQ. Shimla

Government of Himachal Pradesh
Department of Irrigation & Public Health

No. IPH-B (A)4 -2/2011

Shimla-171002

Dated: 14-12- 2011

NOTIFICATION

In exercise of the powers vested under Section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 the Governor, Himachal Pradesh is pleased to notify the following services, Designated Officers, Appellate Authorities there under for providing the services within the prescribed time limits relating to Irrigation & Public Health Department for the purpose of the above said Act:-

Sr. No.	Title of Services	Designated Officers	Time limit for providing service.	Ist Appellate Authority	2 nd Appellate Authority
1.	Sanction of water Connection (domestic/ commercial)	Assistant Engineer of concerned Sub-Division.	One Month	Executive Engineer (EE) of the concerned Division	State Information Commissioner
2.	Minor breakdown in drinking water supply and irrigation schemes.				
i)	Failure of power Supply.	Junior Engineer of the concerned section	One Day (Water supply will be restored after one day of restoration of power supply of HPSEB)	-do-	-do-
ii)	ii) Minor breakdown in pumping machinery due to greasing, oiling, change of gland packing pump checking alignment and replacement of Nuts. Bolts. Screws etc.	-do-	One Day	-do-	-do-
iii)	Breakage of existing fittings, union, valve, line etc.	Junior Engineer of the concerned section	One Day	-do-	-do-
iv)	Brusting of packing of flanges of common headers/suction pipe or rising main	-do-	Two Day	-do-	-do-

v)	Leakage in rising main.	-do-	Two Day	-do-	-do-
3)	Major breakdown in drinking water supply and irrigation schemes				
i)	Burning of transformer of HPSEB and failure of supply.	Junior Engineer of the Concerned Section	One Day (Water supply will be restored after one day of restoration of power supply of HPSEB)	Executive Engineer (EE) of the concerned Division	State Information Commissioner
ii)	Burning of electric parts due to lightening .	-do-	3 days	-do-	-do-
iii)	Land sliding during rainy season.	-do-	7 days (for laying of pipe line or laying of bypass system)	-do-	-do-
iv)	Pumps, Motors including stand by pump sets going out of order simultaneously	-do-	7 days	-do-	-do-

By Order

Principal Secretary (IPH) to the
Government of Himachal Pradesh.

Endst. No. IPH-B (A) 4 -2/2011 Dated Shimla-171002

14-12- 2011

Copy is forwarded to the following for information and necessary action to :-

1. The Secretary to Governor, H.P. Shimla-2.
2. The Pr. Secretary to Chief Minister, HP, shimla-2.
3. All Pr. Secretaries/Secretaries to the Govt. of HP, Shimla-2.
4. Engineer-in-Chief (IPH) HP, US Club, Shimla-1. He is requested to circulate the notification amongst all concerned and also upload the same in the departmental website for public domain.
5. Director, NIC. HP Secretariat, Shimla-2. .
6. Section Officer, IPH-A Section, HP Secretariat, Shimla-2 .

Special Secretary (IPH) to the
Government of Himachal Pradesh.

**Government of Himachal Pradesh
Department of Industries**

No. Ind-II (A) 18-1/2006-II

Dated Shimla-2, the: 13-12- 2011

NOTIFICATION

In exercise of the powers vested under Section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 the Governor, Himachal Pradesh is pleased to notify the following services, Designated Officers & Ist Appellate Authority and stipulated time limits relating to the Industries Department, Himachal Pradesh for the purpose of the Act ibid:-

Sr. No.	Public Service	Designated Officer to provide service	Stipulated time	First Appellate Authority
1	Acknowledgement of Entrepreneurship Part-I	General Manager DIC/Deputy Director/Member Secretary SWCA (single Window Clearance Agency	6 working days provided the application is received with all prescribed documents as per Annexure-A	Director of Industries
2	Acknowledgement of Entrepreneurship Part-II	General Manager DIC/ Deputy Director/Member Secretary SWCA (Single Window Clearance Agency)	30 working days provided the application is received with all prescribed documents as per Annexure-B	Directorate of Industries
3	Issue of Essentiality Certificate	Director of Industries	45 working days (30 days GM +15 days at Directorate) provided the application is received with all prescribed documents as per Annexure-C	Principal Secretary (Industries) to the Govt. of H.P.
4	Issue Certificate of Approval (Registration) of lessee under minor mineral rules	Mining Officer	6 working days provided the	Directorate of Industries

			application is received with all prescribed documents as per Annexure-D	
5	Registration of firms, suppliers etc. with Store Purchase Organisation	Additional Controller of Stores, H.P.	15 working days provided the application is received with all prescribed documents as per Annexure-E	Directorate of Industries
6	Registration partnership of firms	Additional Controller of Stores, H.P.	7 working days provided the application is received with all prescribed documents as per Annexure-F	Directorate of Industries
7	Registration of Sericulture Farmer /Entrepreneur/NGO/Society/SHG involved in Sericulture & Silk Industry in the State.	Divisional Sericulture Officer	7 working days provided the application is received with all prescribed documents as per Annexure-G	Directorate of Industries

Second Appellate Authority.

State Information Commission has been notified Second Appellate Authority under Section 2(h).

By order

Ajay Tyagi,
Principal Secretary (Inds.) to the
Government of Himachal Pradesh.

Ends No. Ind-II (A) 18-1/2006-II Dated Shimla-2, the: 13-12- 2011

Copy to:-

1. The Secretary to Governor, Himachal Pradesh, Raj Bhawan, Shimla-2.
2. The Private Secretary to Chief Minister, Himachal Pradesh, Shimla-2.
3. The Sr. Private Secretary to Chief Secretary to the Govt. of Himachal Pradesh,

Shimla-2.

4. All Administrative Secretaries to the Govt. of HP Shimla-2.
5. The Principal Secretary (AR) to the Govt. of H.P., Shimla-2
6. The Controller (Printing) H.P. Government Press, Ghora Chowki, Shimla-5, publication in the Rajpatra (Extra Ordi
7. The Director Industries, HP, Shimla-1 with a request to upload this in the departmental web site and display on notice board also.
8. The Section Officer, Industry-A Section, HP Secretariat, Shimla-2.
9. Guard file.

Deputy Secretary (Inds.) to the
Government of Himachal Pradesh

Annexure-“A”

“ List of documents required to be submitted with an application for the service”

Public Service Acknowledgement of entrepreneurship Memorandum –Part-I

1. Application on the prescribed format for EM-1.
2. A copy of the Project report.
3. A copy of Power of Attorney/Board Resolution/Society Resolution, wherever applicable while signing as Partner/Managing Director or Authorised Person.
4. A certified/notarized copy of the Partnership Deed/Memorandum of association/Articles of Association in case of Medium Enterprises.

Annexure-“B

“ List of documents required to be submitted with an application for the service”

Public Service: Acknowledgement of entrepreneurship Memorandum

1. Application on the prescribed format for EM-II four sets.
2. A copy of the consent to establish from State Pollution Control Board.
3. A copy of Project Report duly approved by the Industries Department/General Manag DIC/Member Secretary, SWCA with details of all the parameters like as bio-data of to promoters, items of manufacturing, organization of the unit, land requirement, power requirement, proposed employment, project cost, wages/salaries to the industrial worked as per notified by the state govt. etc.
4. A copy of the Registered Partnership Deed/Limited Liability Partnership deed Memorandum and Article of Association with Certificate of Registrar of Companies, an applicable.
5. Authority of the unit/firm or Board Resolution of the company.
6. Revenue papers of the land, a copy of the permission granted under section 118 of the H.P. Tenancy and Land Reforms Act, 1972/lease deed executed/permission of the govt. for rented accommodation etc.
7. NOC/consent of the TCP/SADA/BBNDA to establish the proposed industrial unit in the proposed land, if applicable.
8. A copy of General Power of attorney(s), if applicable.
9. Land utilization/site plan map prepared and signed by any approved architect/Chartered Engineer indication complete area details such as details of area covered under different industrial activities, total plot area & built up/covered area in square meters and % age of the built up/covered area.
10. Purchase Bills of the Machinery. GR for the transportation of Machinery alongwith Form ST-26.
11. Power release certificate from HPSEB Ltd.
12. If power connection has not been provided, a copy of the permission to install the DG Set and to energise the same.
13. A copy the applicable licence such as drug licence, BIS Licence, FPO etc.
14. Copies of CST/GST registration certificates.
15. A copy the Consent to operate from State Pollution Control Board.
16. Affidavit regarding date of Production.
17. Copies of first raw material bills.
18. A copy of the first sale invoice.
19. List of workers employed alongwith Bona fide Himachali Certificates of the Himachali workers.
20. Certificate of Chartered Engineer certifying the installed capacity.
21. Certificate of Chartered Engineer certifying investment made.

Annexure-C

“ List of documents required to be submitted with an application for the service”

Public Service: Issue of Essentially Certificate

1. Copy of Provisional Registration of the unit granted by Industries Department.
2. Copy of Project Report duly approved by the Industries Department/General Manag DIC/Member Secretary, SWCA with details of all the parameters like as bio-data of to promoters, items of manufacturing, organization of the unit, land requirement, power requirement, proposed employment, project cost, wages/salaries to the industrial worked as per notified by the state govt. etc.
3. Registered Partnership Deed/deed Memorandum of Article with Certificate of Registrar of Companies.
4. Authority of the unit/firm or Board Resolution of the company.
5. Agreement to sell/purchase between the owner(s) of the proposed land and the Proprietor/Partner/Director/Authorized Signatory indicated the following points.
 - (i) Date of Agreement.
 - (ii) Place of the Agreement.
 - (iii) Name(s) and address(s) of the owner(s) of the proposed land
 - (iv) Name of the industrial unit as per Registration granted by the Industries Department.
 - (v) Rate of the land.
 - (vi) Total price of the proposed land.
 - (vii) Complete details of land, Khata/Khatoni Nos., Khasra Nos. and location to land as per Jamabandi/Revenue Record of the concerned land.
 - (viii) Validity of the Agreement.
6. Affidavit (s) of the owner(s) of the proposed land indicating the following points:-
 - (i) Name(s) of the owners of the land as per Revenue Record.
 - (ii) After selling the proposed land he/they will not become landless in the State of H.P. in case he/they rendered landless in future, he/they will not claim any land/benefit under any scheme prepared for the landless persons in the State of H.P.
 - (iii) Complete details of land, Khata/Khatoni Nos., Khasra Nos. and location to land as per Jamabandi/Revenue Record of the concerned land.
 - (iv) Name of the purchaser unit/firm/company as per Registration granted by the Industries Department and name & Address of its Proprietor/Partner/Managing Director.
7. Affidavit of the Proprietor/Partner/Director/Managing Director/Authorized Signatory of the purchaser unit indicating the following points:-
 - (i) Name(s) of the owners of the land as per Revenue Record.

- (ii) Name of the purchaser unit/firm/company as per Registration granted by the Industries Department and name & Address of its Proprietor/Partner/Managing Director.
 - (iii) Complete land details, Khata/Khatoni Nos., Khasra Nos. and location to land as per Jamabandi/Revenue Record of the concerned land.
 - (iv) The proposed land is fit to be used for the installation of the proposed industry.
 - (v) Undertaking to use the proposed land for the installation of the proposed industry only.
 - (vi) Neither the purchaser (s) nor the purchaser unit/firm/company has earlier purchased/acquired any land with the permission of the State Govt. of H.P. under clause (h) of sub section 2 of section 118 of the H.P. Tenancy & Land Reforms Act, 1972 of the installation of the proposed industry.
8. Fresh Jamabandi of the proposed land issued by the concerned Patwari clearly indicating ownership of the proposed land and land details. All the entries should be made in Jamabandi.
 9. Tatima of the proposed land issued by the Patwari clearly indicating ownership of the proposed land and its details.
 10. NOC/Consent of the TCP/ADA/BBNDA to establish the proposed industrial unit in the proposed land, if applicable. The details of the proposed land and use of the said land should also be mentioned in this NOC.
 11. NOC of the concerned Bank/Financial Institution in favour of the owner(s) of the proposed land for sale of land, if the proposed land is mortgaged with any Bank/Financial Institution.
 12. General Power of Attorney (s) executed by the owner(s) of the land registered by the registrar, if applicable.
 13. Land utilization/site plan map prepared and signed by any approved architect/Chartered Engineer indication complete area details such as details of area covered under different industrial activities, total plot area & built up/covered area in square meters and % age of the built up/covered area.
 14. Certificate of Chartered Engineer certifying the requirement of the land of the project and its justification & utilization, if the proposed land is exceeding 2000 square meters (2.5 bighas) supported with site layout plan.
 15. In case of issuance of Essentiality Certificate for the additional land, the case should also be accompanied by the following documents alongwith other documents required for issue of an Essentiality Certificate:-
 - (i) Copy(s) of essentiality Certificate(s) and copy(s) of permission (s) u/s 118.
 - (ii) Affidavit of the purchaser indicating complete details of the land purchase earlier with the permission of the state govt. u/s 118 and purpose of additional land.

- (iii) Justification of additional land alongwith specific recommendations of the recommending authority.
 - (iv) Land Use Map indicating details and utilization of land earlier purchased and also details and utilization of additional area/land.
16. A Certificate of Halqua or his superiors to the effect that the seller(s) retain the minimum land to be classified as “not landless” and will not become landless after the sale of the proposed land.

Annexure “D”

“ List of documents required to be submitted with an application for the service”

**Public Service: Issue of Essentially Certificate of Approval (Registration) of lease
Miner Mineral rules.**

1. Treasury Challan for Rs.500.00
2. Nationality Certificate.

Annexure “E”

“ List of documents required to be submitted with an application for the service”

Public Service: Registration of firm for local manufacturer industrial Unit a manufacturer/supplier with Store Purchase Organisation for rate contract.

1) Required documents for registration for local manufacturer Industrial Units:-

1. Application on enterprise Registration form “A (duly filled)
2. Registration fee worth Rs. 500/- in shape of Indian Postal Orders in the name of Additional Controller of Stores, Shimla-171001.
3. An attested copy of Permanent Registration Certificate/entrepreneur Memorandum part-II issued by the concerned general Manager, District Industries Centre/Member Secretary, Single Window Clearance Agency in H.P.
4. An attested copy of fresh Eligibility Certificate issued by the concerned General Manager, District industries Centre/member Secretary, Single Window Clearance Agency in H.P.
5. An attested copy of No Due Certificate issued by the concerned General Manager, District industries Centre/member Secretary, Single Window Clearance Agency H.P.
6. An affidavit of Non-blacklisting on the stamp paper of Rs.3/- duly attested by the Notary/Magistrate with effect that the firm has never been blacklisted by an Department/Board/ Corporation of state Government/Central government for the supply of sub-standard material in which the name of deponent’s father, age of deponent and relation with the firm should also be indicated.
7. An attested copy of latest VAT/Sales Tax clearance certificate.
(In case of Partnership Firm Registered under IPA, 1932)
8. An attested copy of Partnership Deed.
9. An attested copy of Power of attorney where the applicant/deponent has been authorized for signing on behalf of the firm for registration.
(In case of Company Registered under Company, 1956)
10. An attested copy of Memorandum of Articles.
11. Resolution from the Board of directors of company where the applicant/deponent has been authorized for signing on the behalf of the company for registration.
12. Any other document if needed may also be added and demanded as per Instructions/Notifications issued by the government/competent Authority from time to time.

II) Required documents for registration as manufacturer/suppliers:-

1. Application on enterprise Registration form "A (duly filled).
2. Registration fee worth Rs. 500/- in shape of Indian Postal Orders in the name of Additional Controller of Stores, Shimla-171001.
3. Original/an attested copy of Authorization Certificate from the Principal Firm which the participating firm has been authorized to participate/quote the rates/supply to material on behalf of the Principal firm in Himachal Pradesh alongwith its validity.
4. An attested copy of manufacturing proof i.e. Permanent registration Certificate Entrepreneur Memorandum Part-II/Certificate of commencement commerce production of Principal Manufacturing firm issued from the concerned Industries Department /General Manager, District industries Centre and any other competent authority where the firm is registered as manufacturer for concerned items.
5. An attested copy of latest VAT/Sales Tax clearance certificate.
6. An affidavit of Non-blacklisting on the stamp paper of Rs.3/- duly attested by the Notary/Magistrate with effect that the firm has never been blacklisted by an Department/Board/ Corporation of state Government/Central government for the supply of sub-standard material in which the name of deponent's father, age of deponent and relation with the firm should also be indicated.
7. FDR of Rs.5,000/-as Permanent Earnest Money duly pledged in the name of Add. Controller of Stores, Shimla Himachal Pradesh (171001) from a schedule Commercial Bank with minimum validity of 5 years.

(In case of Partnership Firm registered under IPA, 1932)

8. An attested copy of Partnership Deed.
9. An attested copy of Power of attorney where the applicant/deponent has been authorized signing on behalf of the firm for registration.

(In case of Company Registered under Company, 1956)

10. An attested copy of Memorandum of Articles.
11. Resolution from the Board of directors of company where the applicant/deponent has been authorized for signing on the behalf of the company for registration.
12. Any other document if needed may also be added and demanded as per Instructions/Notifications issued by the government/competent Authority from time to time.

Annexure “F”

“ List of documents required to be submitted with an application for the service” Public Service: Registration documents for registration of Partnership firm registered under Indian Partnership Act, 1932.

1. An attested copy of Partnership Deed on the stamp papers of Rs.22.5 registered with the Sub-Registered concerned in which Principal place of firm, Mode of business, validity of the firm etc. should also be mentioned.
2. Required fee Rs.3/- (By depositing under Head of Account 1475-800 Central Economic services fee Indian Partnership Act, 1932 in Government treasury through Challans) or by TR-5 in the office of Registrar of firms/Sub-Registrar of Firms, H.P.
3. An affidavit with effect that the firm is not registered previously anywhere the office of Registrar of Firms/Sub-Registrar of firms in H.P./India under Partnership Act, 1932 duly attested by Notary/ Magistrate.
4. Any other necessary document if required under the provisions contained in the Indian Partnership act, 1932 and for the satisfaction of the registrar of firms.

Annexure “G”

“ List of documents required to be submitted with an application for the service”

**Public Service: Registration of Sericulture farmer/ Entrepreneur/ NGO
Society/Society involved in Sericulture and silk Industry in the State.**

1. Application on the prescribed formal including basis information.
2. Proof of Residence (Attested Copy).
3. Proof of Land holding (Attested copy).

**Government of Himachal Pradesh
Department of Industries**

No. Ind-II(A)18-1/2006-II

Dated Shimla-2, the

12-1-2012

Corrigendum

In this department Notification of even number dated 13/12/2011 vide which 7 services of the Industries Department has been notified under HP Public Service Guarantee Act, 2011, under the service mentioned at Sr. No 6 i.e. registration partnership of firms and in Col. No 2,, the designated officer may be read as Additional Director of Industries-cum-Registrar of Firms/Deputy Director of Industries, Baddi & General Manager-cum-Deputy Registrar of Firms in place of Additional Controller of Stores, H.P. Accordingly, in Annexure-F, at point number 2 and 3, after the word Registrar of Firms/, the word Deputy Registrar of Firms in HP may be read in place of Sub-Registrar of Firms in H.P. The revise detail at Sr. No. 6 shall be as follow:-

Sr. No	Public Service	Designated Officer to provide service	Stipulated time	First Appellate Authority
6.	Registration Partnership of Firms	Additional Director of Industries-cum-Registrar of Firms/Deputy Director of Industries, Baddi & General Manager-cum-Deputy Registrar of Firms in their respective jurisdiction.	7 working days Provided that application is received with all Prescribed documents as per Annexure-F.	Director of Industries.

By Order,

AJAY TYAGI

Principal Secretary(Inds.) to the
Government of Himachal Pradesh

Endst NO. as above

Dated Shimla-2, the

12-1-2012

1. Secretary to Governor, Himachal Pradesh, Raj Bhawan, Shimla-2.
2. The Pr. Secretary to Chief Minister, HP, Shimla-2.
3. The Sr. Private Secretary to Chief Secretary, H.P., Shimla-2.
4. All the Administrative Secretaries to the Govt. of HP, Shimla-2.
5. The Secretary(AR) to the Government of Himachal Pradesh,
6. The Controller (Printing), HP Govt. Press Ghora Chowki, Shimla-5, and publication in the Rajpatra- (Extra Ordinary)
7. The Director Industries, HP, Shimla-171001 with a request to upload this in the departmental web site and display on notice board also.
8. The Section'Officer, Industry-A Section; HP Secretariat, Shimla-2.
9. Guard File.

Under Secretary (Inds.) to the
Government of Himachal Pradesh

**Government of Himachal Pradesh
Department of Industries**

No. Ind-II(A)9-1/2014

Dated: Shimla-2, the 16.06.2016.

Notification

In continuation of this department notification of even No dated, 13.12.2011 and dated 26.5.2016, the Governor, Himachal Pradesh in exercise of the powers vested under Section 3 of the HP Public Services Guarantee Act, 2011 is pleased to notify the following service, Designated Officers, 1st Appellate Authority and stipulated time limit relating to the Industries Department, Himachal Pradesh for the purpose of the Act ibid:-

Sr No	Name of Service/ Public Service	Designated Officer to provide Service	Stipulated Time	First Appellate Authority
	Procedure for addressing investor Grievances.	Additional Director /Joint Director/Deputy Director of Industries/GM, DIC.	The grievances shall be redressed within 15 days from the receipt as per Annexure-A	Director of Industries.

Second Appellate Authority

State Information Commissioner has been notified Second Appellate Authority under Section 2 (h)

By Order

R.D. DHIMAN
Pr. Secretary (Inds) to the
Government of Himachal Pradesh

Endst Ind-II(A)9-1/2014

Dated: Shimla-2, the 16.6.2016

Copy to:-

1. The Secretary to Governor, Himachal Pradesh, Raj Bhawan, Shimla-2
2. The Sr. Private Secretary to the Chief Secretary, HP, Shimla-2.
3. All the Administrative Secretaries to the Govt. of HP, Shimla-2.
4. The Secretary (ARO) to the Government of Himachal Pradesh, Shimla-2,
5. The Controller (Printing), HP Govt. Press, Ghora Chowki, Shimla-5.
6. The Director of Industries, HP, Shimla-171001 with the request to, upload this in the departmental website and display on the notice board also.
7. The Additional Secretary (Inds) to the Government of Himachal Pradesh, Shimla-2.
8. Guard File

Deputy Secretary (Inds) to the
Government of Himachal Pradesh.

Procedure for "Grievance Application and Redressal" Service

- 1 Applicant will send his/her grievances to concerned to concerned GM, DIC/Joint Director, SW.CA/Member Secy. SWCA. If the complaint/grievance pertains to field offices, it is to be submitted to Director of industries, HP Shimla clearly mentioning the subjct matter of grievance/date of application (if possible enclose the copy of previous correspondence done).
2. At field level/ Directorate level marked grievance application will be sent to concerned section/ Programme Officer within 3 days of receipt.
3. After examining the matter, the applicant shall be informed of the factual posi4n and action will be initiated for redressal of grievances of the applicant within 10 days time.
4. If the applicant is not satisfied with the reply, an appeal can be made by the complainant to the next higher authority, who will hear the complaint and decide the issue within 7 days of receipt of the same. This procedure will address all the grievance 'pertaining to Industries Department including Single Window System.

**Government of Himachal Pradesh
Department of Industries**

No Ind-II(A)9-1/2014

Dated: Shimla-2,

the 30.6.2016.

NOTIFICATION

In continuation of this department notification No.-Ind-II(A)-18-1/2006-11 dated-13.12.2011 the Governor of, Himachal Pradesh in exercise of the powers vested under Section 3 of the HP Public Service Guarantee Act, 2011 is pleased to notify the following service, Designate Officers, Ist Appellate Authority and stipulated time limit relating to the Industries Department, Himachal Pradesh for the purpose of the Boiler Act -1923:

Sr. No	Name of Service/ Public Service	Designated Officer to provide Service	Stipulated Time	First Appellate Authority
1	Issue of welder Qualification Certificate in Form XII after submission of satisfactory reports	Inspecting Authority	5 days	Chief Inspector of Boiler
2	Approval of design and manufacturing drawings for boilers and boiler components made in India	Inspecting Authority/ Competent Person	(i) 5 day for boilers components & boiler up to 20TPH capacity. (ii) 15, days for boilers above 20 TPH capacity.	-do-
3	Inspection during construction/ manufacture	Inspecting Authority	10 days	-do-
	Issue of Certificate for manufacture and test	Inspecting Authority	(i)3 Days for boiler Components.	-do-
5	Recognition of repairs boilers & steam pipes	Chief Inspector of Boiler	30 days	
6	Transfer of Memorandum of Inspection Book & Registration Book	Chief Inspector of Boiler	15 days	-do-

Note: Above time limits shall be applicable from the the date of submission of complete details/documents.

Second Appellate Authority

State Information Commissioner has been notified Second Appellate Authority Section 2(h)

By Order

(R.D.Dhiman),
Pr.Secretary (Ind) to the
Government of Himachal Pradesh

Ensd:No.As above

Dated: Shimla-2, the 30.6. 2016.

Copy to:-

1. The Secretary to Governor , Himachal Pradesh ,Raj Bhawan ,Shimla-2
2. The Additional Chief Secretary to the Chief Minister of H.P. Shimla -1
3. The Administrative Secretary to the Govt of H.P., Shimla -2
4. The Secretary (AR) to the Govt of Himachal Pradesh Shimla -2
5. The Controller (Printing)H.P.Govt Press ,Ghora Chowki , Shimla -5
6. The Director of Industries , Shimla -171001
7. The Additional Secretary (Inds) to the Govt. of Himachal Pradesh.
8. Guard File

Deputy Secretary (Ind)to the
Government of Himachal Pradesh

(Authoritative English Text of this department notification No. WLF --E(2)-dated 28-12-2011 as required under clause (3) of Article 348 of the Constitution of India)

**Government of Himachal Pradesh
Department of Social Justice & Empowerment**

NOTIFICATION

No: WLF-E(2)-1178

Dated:- 28-12-2011

In exercise of the powers conferred by Section 3 Himachal Pradesh Public Services Guarantee Act, 2011, the Governor Himachal Pradesh is pleased to notify the Services, Designated Officers, First Appellate Authority, Second Appellate Authority and the Stipulated Time Limits for two purposes of the above Act as per Annexure-A, for the Department of Soc, Justice and Empowerment, Directorate of Scheduled Castes, Other Backward Classes and Minority Affairs, Himachal Pradesh.

By order

Principal Secretary (SJ&E) to the
Government of Himachal Pradesh.

Ends

dated:- 28-12-2011

Copy forwards to the:_

1. Secretary to Governor, Himachal Pradesh Shimla-2.
2. Private Secretary to Chief Minister, Himachal Pradesh, Shimla-2.
3. Private Secretary to Chief Secretary to the Government of Himachal Pradesh, Shimla-2.
4. Chief Information Officer, State Information Commission Himachal Pradesh Shimla-2.
5. Principal Secretary (ARU) to the Government of Himachal Pradesh Shimla-2.
6. Director, Department of SCs, OBCs & Minority Affairs, Himachal Pradesh, Shimla-9.
7. Joint Director, Department of SCs, OBCs & Minority Affairs, H.P, Shimla.
8. All the Deputy Commissioners in Himachal Pradesh.
9. Controller Printing & Stationary, H.P. Government Press, Shimla for publication in the Rajpatra of Himachal Pradesh, Shimla.
10. Technical Director-cum-SIO, National Informatics Centre, Shimla-2 for uploading the notification on the Departmental Website.
11. All District Welfare Officers in Himachal Pradesh.
12. All Tehsil Welfare Officers in Himachal Pradesh.
13. Guard file.

Deputy Secretary (SJ&E) to the
Government of Himachal Pradesh.

Services /Designated Officers First Appellate Authority/Second Appellate Authority & Stipulated Time Limits for the Department of Social Justice .& Empowerment, Directorate of Scheduled Castes, Other Backward Classes & Minority Affairs, Government of Himachal Pradesh under the H.P. Public Services Guarantee Act, 2011.

Sr. No .	Name of the service / Public Service	Documents to be attached with the application	Designated Officer	Name and Address of First Appellate Authority.	Name and Address of the Second Appellate Authority	Stipulated time limit for providing service(s)
	Issue of Cards to Citizens Identity.	(i) Application on the prescribed form appended at officer of the Annexure -I (ii) Proof of age (any of the following: <ul style="list-style-type: none"> • Copy of Birth Certificate issued by Registrar Births & Deaths, or • Copy of School leaving Certificate, or • Copy of Matriculation Certificate, or • Copy of Date of Birth duly certified by the concerned Gram Panchyat Secretary. (iii) Proof of Address (any of the following: <ul style="list-style-type: none"> • Copy of Ration Card, or • Copy of Electricity bill ,or • Copy of Water Bill. 	District Welfare Officer of the concerned District.	Director Directorate of SCs, OBC & Minority Affairs Block NO. 33, SDA Complex, Kasumpti Shimla-171 009.	H.P. State Information Commission, Majitha House, Shimla-02	Three days from the receipt of the complete application with requisite documents in the office of District Welfare Officer.

		(iv) Fee of Rs 20/- to be deposited with District Welfare Officer. (v) Photograph of applicant will be taken through web camera in the office of District Welfare Officer.				
2	Issue of Identity Cards to Persons with Disabilities	(i) Application on the prescribed form appended at receipt of the Annexure -II. (ii) Proof of age (any of the documents III the Following): office of District • Copy of Birth Certificates issued by Registrar Births & Deaths, or • Copy of School leaving Certificate, or • Copy of Matriculation Certificate, or	-do-	-do-	-do-	Three days from the receipt of the complete application with requisite documents in the office of District Welfare Officer.
3	Relief under Scheduled Castes and Scheduled Tribes (prevention), Rules 1995. The following Offences covered under the above Rules i) Forcing to drink or eat inedible or obnoxious substance. ii) Causing Injury, Insult or annoyance. iii) Derogatory act	Release of 1st Installment of relief amount. i) Copy of FIR ii) (ii) Copy of Medical examination report in case of rape/incapacitation. (iii) Post mortem report 10 case of murder. (iv) Copy of challan document prepared by police.	-do-	-do-	-do-	On the receipt of complete documents from Police/Courts, the concerned District Welfare Officer will get the Financial sanction of relief from the District Magistrate and after the drawl of funds from Government treasury the same will be

<ul style="list-style-type: none"> iv) Wrongful occupation or cultivation of land. v) Offences relating to land, premises and water. vi) Beggar or forced or bonded labour. vii) Offences relating to right to franchise. viii) False and frivolous information. ix) Insult, intimidation and humiliation. x) Outraging the modesty of woman. xi) Sexual exploitation of woman. xii) Fouling of water. xiii) Denial of customary right of passage. xiv) Making one desert place of residence. xv) Giving false evidence. xvi) Committing offences under IPC punishable with imprisonment for a term of ten years or more. xvii) Victimization at the hands of public servants. xviii) 100% Incapacitation 	<p>Release of 2nd Installment of relief amount (i) Copy of orders of Court.</p>				<p>released to the concerned Executive Magistrate for further disbursement to the victim of Atrocities. The entire process will be completed within one month from the date of receipt of documents by District Welfare Officer.</p>
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	<p>xix) Murder! Death</p> <p>xx) Victims of murder, death massacre, rape, mass rape and gang rape, permanent incapacitating and dacoity.</p> <p>xxi) Complete destruction! Burning of houses.</p>					
4	<p>Disbursement of Stipend to the trainees under the scheme, "Training & Proficiency in Computer. Applications to SCs /STs/OBCs and Minorities'.</p>	<p>(i) Monthly attendance report card of the candidate from the training centre.</p> <p>(ii) Monthly test report of candidate from training centre.</p>	-do-	-do-	-do-	<p>The amount of Stipend to eligible trainees will disbursed by 15th III candidate from training of every month by crediting the amount of scholarship in the bank account of trainee provided the candidate has 85% attendance in that month and has secured 50% marks in the monthly test.</p>

Annexure-I

Application for obtaining Senior Citizen's Identity Card

Receipt No.....e-Pehchan Ref.No

(to be filled by the departmental staff)

1. Name of the applicant.....
2. Father's Name.....
3. Date of Birth.....
4. Gender(male/female).....
5. Whether SC/ ST/OBC/Minority / General category.....

6. Address:

Village.....Post Office.....Gram.....
Panchayats..... Tehsil.....
District.....(H.P.) Pin Code.....

7. Present occupation.....
8. Qualification.....
9. Documents attached (Please tick)

(1) Proof of Age

- Copy of Birth Certificates issued by Registrar Births and Deaths or
- Copy of School leaving Certificate or
- Copy of Matriculation Certificate or
- Copy of Date of Birth duly certified by the concerned Gram Panchayat Secretary

(11) Proof of Address

- Copy of Ration Card or
- Copy of Electricity bill or
- Copy of Water Bill

Date..... Signature of Applicant

Annexure-II

Application for obtaining Disability Identity Card

Receipt No.....e-Pehchan Ref.No.....
(to be filled by the departmental staff)

1. Name of the applicant.....
2. Father's Name.....
3. Date of Birth.....
4. Gender (male/female).....
5. Whether SC/ ST/OBC/Minority / General category.....
6. Address:

Village.....Post Office.....

Gram.....Panchayats.....Tehsil.....

District.....(H.P.) Pin Code.....

7 Present occupation.....

8 Qualification.....

9 Documents attached (Please tick)

(1) Proof of Age

- Copy of Birth Certificates issued by Registrar Births and Deaths or
- Copy of School leaving Certificate or
- Copy of Matriculation Certificate or
- Copy of Date of Birth duly certified by the concerned Gram Panchayat Secretary

(11) Proof of Address

- Copy of Ration Card or
- Copy of Electricity bill or
- Copy of Water Bill

(111) Attested copy of Disability Medical Certificate issued by Competent Medical Authority.

Date..... Signature of Applicant

Authoritative English text of this Department Notification No.PCH- HA (1) 1112011-, dated 19th January, 2012 as required under Article 348 (3) of the Constitution of India]

**Government of Himachal Pradesh
Panchayati Raj Department**

Notification

Shimla-9, dated the January 2012

In exercise of the powers conferred by section 3 of the Himachal Pradesh Public Services Guarantee Act, 2011, the Governor, Himachal Pradesh is pleased to notify the Services, Designated Officers, First Appellate Authority, Second Appellate Authority and the Stipulated Time Limits for the purposes of the above Act in the following manner for the department of Panchayati Raj, Himachal Pradesh :-

1. Registration of Births and Deaths and issuance of certificates thereof:

- **Designated Officer** : Panchayat Secretary/ Panchayat Sahayak of Gram Panchayat.
- **First appellate authority** : Panchayat Inspector of the concerned Development Block.
- **Second appellate authority** : State Information Commission.
- **Stipulated time limits** : Within 24 hours. If the Panchayat Secretary/Sahayak is away from the office due to leave, official tour, training and other assignments in that event on every Tuesday.
- **Pre-requisite for registration of births and deaths:**
Information to be given to the Registrar i.e. Panchayat Secretary/ Panchayat Sahayak:-
 - in respect of births and deaths in a house by the Head of the house.
 - in respect of births and deaths in hospital, health centre, maternity or nursing home or other like institutions by the MO in charge.
 - in respect of any new born child or dead body found deserted in a public place, by the headman or other corresponding officer of the village in case of a village and by the officer in charge of the local police station elsewhere.

- Report to be made on Forms 1,2 and 3 appended to the Himachal Pradesh Registration of Birth & Death Rules, 2003 (Copy enclosed at Annexme-A to C)
- Every person who has orally given to the Registrar any information shall sign or put his thumb mark in the register against his name.

➤ **Process for issuing birth and death certificate:** The certificate shall be issued on demand by application from the concerned individual after verification from record.

➤ **Fee:**

For registration

- Rs.5 fee within 30 days.
- Rs.10 after 30 days and within 90 days.
- Rs.50 after 90 days and within 1 year.
- Rs.50 after 1 year.

For certificate and other particulars

- Rs.10 for inspection of register and obtaining the certified copy of the entry.
- Rs.10 for marriage certificate.

2. Issuance of Copy of Panchayat record including Pariwar Register:

➤ **Designated Officer:** Panchayat Secretary/ Panchayat Sahayak of Gram Panchayat.

➤ **First appellate authority:** Panchayat Inspector of the concerned Development Block.

➤ **Second appellate authority:** State Information Commission.

➤ **Stipulated time limits:** Within five days subject to the availability of record in the office of the Gram Panchayat.

➤ **Pre-requisite for issuance of Copy of Panchayat record including Pariwar Register:**

Copies of following can be given:-

- All leases, agreement, resolution
- Final order passed by the Panchayat or its officer or any matter
- Entries of Pariwar register

The copy of record shall be made available to the applicant subject to the condition that the record is not in the custody of any investigating agency or Court.

➤ **Process for obtaining Copy of Panchayat record including Pariwar Register:**

The copy of record shall be provided on demand by application from the concerned individual after verification from the record.

- **Form for obtaining Copy of Panchayat record including Pariwar Register:**
True copy of the record.
- **Fee:**
 - Rs.2 accompanied with application
 - Copying fee at the rate of Rs.3 for every page or part thereof

3. Issuance of BPL Certificate:

- **Designated Officer** : Panchayat Secretary/ Panchayat Sahayak of Gram Panchayat with counter signature of Pradhan.
- **Process for obtaining transit permit for Minor Forest Produce:** On demand by the concerned individual.
- **Form for issue transit permit for minor Forest Produce:** Appendix-II appended to the Himachal Pradesh Forest Produce Transit (Land Routs) Rules, 1978 form of export permit prescribed under rules (copy enclosed at Annexure-I). .
- **Fee:**
As per Annexure-F annexed to the Forest Department Notification No.FFE-B-G(9)- 9/94-II, dated 28th February, 2003 for 37 species (copy enclosed at Annexure-J).

5. Issue of Ration card:

- **Designated Officer** : Panchayat Secretary/Panchayat Sahayak of Gram Panchyat with counter signature of Pradhan.
- **First appellate authority** : Panchayat inspector of the concerned Development Block.
- **Second appellate authority** : State Information Commission.
- **Stipulated time limits** : Within 24 hours. If the Panchayat Secretary/Sahayak is away from the office due to leave, official tour, training and other assignments in that event on every Tuesday.
- **Pre-requisite for issuing of Ration Card:**
 - The consume card in respect of a family shall be issued in the name of head of the family only .
 - "Family" means a joint family of all persons descended from common ancestor who live, worship and mess together' 'permanently as' 'shown in the 'Pariwar Register of the Panchayat but persons residing elsewhere due to their profession/ business shall not be included in the family for the purpose of issue of consumer card.

- When a card holder leaves the distribution area he/she shall deposit the card in the office of the Gram Panchayat and obtain necessary surrender certificate to facilitate issuance of card at the new place.
 - It is necessary to intimate about the increase or decrease in the number of family members.
 - The persons coming from other State/ City/ Town/ Village, should attach cancellation/ migration certificate issued by the previous card issuing authority.
 - In the case of Government servants the application is required to be certified by the Head of office.
1. Principal Secretary (S1 & E) to the Government of Himachal Pradesh, Shimla-2
 2. Secretary (Health & Family Welfare) to the Government. of Himachal Pradesh, Shimla-2
 3. Secretary (AR) to the Government of Himachal Pradesh, Secretary
 4. All Deputy Commissioners in Himachal Pradesh.
 5. All District Panchayat Officers in Himachal Pradesh.
 6. Principal, Panchayati Raj Training Institute, Baijnath. & Mashobra.
 7. All .Block Development Officer in Himachal Pradesh. .
 8. Controller Printing and Stationary Department, H.P. Shimla-171005 with the request that the above notification may kindly be published in Rajpatra and to provide 3300 copies of the same to .this Department.

Sd/-

Spl. Secretary (Panchayati Raj) to the
Government of Himachal Pradesh.

Form No. 1
(See Rule 5 of Himachal Pradesh Registration of Births and Deaths Rules, 2003) BIRTH REPORT FORM
BIRTH REPORT

Legal Information This part to be added to the death Register	Statistical information This part to be detached and sent for statistical professing.		In the case of multiple birth, fill in a separate form for each child and write "Twin birth" or "Triple birth" etc as the case may be, in the remarks column in the box below left.
To be filed by the informant.	To be filed by the informant.	To be filed by the informant.	
1. Date of Birth (Enter the exact day, month and year the child was b o r n e . g . 1 - 1 - 2 0 0 0)	9. "Town or Village of Residence of the mother (Place where the mother usually lives. This can be different from the place to where the delivery occurred. The house address is not required to be entered): Name of Town/Village: Is it a Town or Village: (Tick the appropriate entry below): (1) Town (2) Village (c) Name of District : (d) Name of State :	15. Age of mother: (in completed years) at the time of marriage (if married than once age at first marriage may be entered)	
2. Sex (Enter "male or female" do not use abbreviation)		16 Age of the mother (in completed years) at the time of this birth	
3. Name of the Child if any: (if not named, leave blank)		17. Number of children born alive to the mother so far including this child: (Number of children born alive to include also those from earlier marriage(s), if any)	
4. Name of father : (Full name as usually written)	10. Religion of the family (tick the appropriate entry below):- 1. Hindu 2. Muslim 3. Christian 4. Sikh 5. Any other religion (write name of the religion):-	18 Type of attention at delivery: (Tick the appropriate entry below) Institutional:- Government Private or Non-Government. Residential:- Doctor, Nurse or trained midwife. Traditional Birth Attendant. (5) Relative or others.	
5. Name of mother: (Full name as usually written)	11. Father's level of education :- (Enter the completed level of education e. g. if studied upto class VII but passed only class VI, write class VI).		

Form No. 2

(See Rule 5 of Himachal Pradesh Registration of Births and Deaths Rules, 2003)

DEATH REPORT FORM

DEATH REPORT

Legal Information This part to be added to the death Register	Statistical information This part to be detached and sent for statistical processing		In the case of Multiple birth, fill In a separate form for each child and write "Twin birth" or "Triple birth" etc as the case may be, in the remarks column in the box below left.
To be filled by the informant	To be filled by the informant	To be filled by informant	
1. Date of Death (Enter the exact day, month and year the death took place e.g.1-1-2000)	9. Town or Village of Residence of the deceased (Place where the deceased actually lived. This can be different from the place where the death occurred. The , house address is not required to be entered): Name of 'Town/Village: Is it a Town or Village (Tick the appropriate entry below): 1. Town 2. Village Name of District Name of State	Was the cause of death Medically certified ? (Tick the appropriate entry below) 1. Yes 2. No	
2. Name of Deceased (Full name as usually written):	10. Religion (Tick the appropriate entry below): 1. Hindu 2. Muslim 3. Christian 4. Sikh , 5. Any other religion (write name of the religion) "	Name the Disease or Actual Cause of Death. (For all deaths irrespective of whether medically certified or not):	

<p>3. Name of the father/husband (Full name as usually written).</p>	<p>11. Occupation of the deceased: (If no occupation write 'Nil')</p>	<p>15 In case this is a female death, did the death occur while pregnant, at the time of delivery or within 6 weeks after the end of pregnancy (Tick the appropriate entry below): While pregnant. At the time of delivery. Within six weeks after the end of</p>	
<p>4. Sex of the deceased (Enter 'male' or 'female'), do not use</p>	<p>12. Type of medical attention received before death (Tick the appropriate entry)</p>	<p>16. If used to habitually smoke, for how many years ?</p>	

Form No.3
(See Rule 5 of Himachal Pradesh Registration of Birth and Death Rule, 2003)

STILL BIRTH REPORT FORM

STILL BIRTH REPORT

This part to be added to the Still Birth Register	Statistical information This part to be detached and sent for statistical	In the case of multiple birth, fill in a separate form for <i>each</i> child and write "Twin birth" or "Triple birth" etc. a the case may be, in the remarks column in the box below left.
To be filled by the informant	To be filled by the informant:	
1. Date of Birth (Enter the exact day, Month and year e.g. 1-1-2000):	8. Town or Village of Residence of the mother (Place where the mother usually lives. This can be different from the place. to where the delivery occurred. The house address is not required to be entered):	
2. Sex: (Enter "male or female" . (Do not use abbreviation).	Name of Town/Village: (b) Is it a Town or Village: (Tick the appropriate entry below): (1) Town (2) Village Name of District : c) Name of the State.	
3. Name of father : (Full name as usually written)	9. Age of the mother : (In completed years at the time of this birth):	
4. Name of mother: (Full name as usually written)	10. Mother's level of education: (Enter the completed level of education e.g. if studied upto <u>class VII but passed only class VI, write class VI</u>). 11. Type of attention at delivery (Tick the appropriate entry below):-	
5. Permanent Address:	(1) Institutional-Government. (2) Institution-Private or Non-Government.	

<p>6. Place of birth (Tick the appropriate entry 1 or 2 below and give the name of the Hospital/ institution of the address of the house where the birth took place)</p> <p>Hospital/ Institution Name:</p> <p>House Address:</p>	<p>Doctor, Nurse or trained midwife. Traditional Birth Attendant. Relative or others.</p>	
<p>7. Informant's Name : Address:</p>	<p>12. Duration of pregnancy (in weeks):</p>	

Form-5
GOVERNMENT OF HIMACHAL PRADESH
DEPARTMENT OF HEALTH & FAMILY WELFARE
BIRTH CEERTIFICATE

(See Section 12/17 of the Registration Births and Deaths Act, 1969 and Rule 8 of the Himachal Pradesh Registration of Births and Deaths Rules, 2003)

This is to certify that the following information has been taken from the original record of births which is the register for (local area/ local body).....Tehsil.....District

Registered in the Register.....of State/Union territory..... Sex

Date of Birth..... Place of Birth.....

Name of father.....Name of Mother.....

Permanent address of parents

.....

.....

.....

Registration No.

Date of Registration.....

Date of Issue.....

Signature of the Issuing authority
Address of the Issuing authority
Seal

Form

[See section 7 of Himachal Pradesh Registration of Marriages Act, 1996]

MEMORANDUM OF MARRIAGE

1. Date of marriage.
2. Place of marriage (with sufficient particulars to locate the place).
3.
 - a) full name of the bridegroom
 - b) His age
 - c) Usual place of residence
 - d) Address
 - e) Status of the bridegroom at the time of marriage (whether unmarried/widower/divorced/married, if so, how many wives are alive)
 - f) Signatures of the bridegroom, with date
4.
 - a) Full name of the bride
 - b) Her age
 - c) Usual place of residence
 - d) Address
 - e) Status of the bride at the time of marriage (whether un-married/widow/divorced/married, if so, husband is alive).
 - f) signatures of the bride, with date
5.
 - a) Full name of the father or guardian of the bridegroom
 - b) His age
 - c) Usual place of residence
 - d) Address
 - e) Signature of the father or guardian of the bridegroom, with date
6.
 - a) Full name of the father or guardian of the bride
 - b) His age
 - c) Usual place of residence
 - d) Address
 - e) Signature of the father or guardian of the bride, with date
- 7.

- a) Full name of the priest
- b) His age
- c) Usual; place of residence
- d) Address
- e) Signatures of the priest, with date.

B.P.L. Certificate**(This certificate shall be valid for a period of 6 months from the date of issue)**

It is certified that Sh./Sint/ Kumari..... Son/Daughter/Wife of Sh.....
 Village..... Post Office.....Gram Panchayat..... Development Block.....
 Tehsil District belongs to the family of below poverty line as per the blow poverty line survey
 conducted in Himachal Pradesh during the yearand is entered at serial numberthis certificate
 has been issued on date.....month.....year..... and its details are entered at serial number
 of certificate register.

It is also certified that as per Pariwar Register there are members of this family whose details are under as :-

Sr.No.	Names of family members	Sex	Relation with head	Age

(Note: Blank coloumns should be crossed so that there can be no scope for wrong entries.)

Panchayat Secretary/ Panchayat Sahayak
 Gram Panchayat.....
 Development Block.....
 District.....

Seal

Countersigned
 Pradhan
 Gram Panchayat.....
 Development Block.....

Seal

Annexure-J

Sr. Ni	Botanical name of the Minor Forest Produce	Local Name of the item	Export fee (In Rs. Per qtl.)
1.	A Inslea aptera	Sath jnlori	50/-
2	Plcrorhiza Kurroo	Karoo	540/-
3	Jurinea Macrocephala	Dhoop	500/-
4	Angalica Glauca	Chora	125/-
5	Violaodorata	Banafsha	2250/-
6	Valeriann wallichii	Mushk Bala	4500/-
7	Thallactrum SPP	Mamin	335/-
8	Thymus sophylum	Ban Aj wain	100/-
9	Morchella escul ante	Guchchi	10,000/-
10	Potentilla nepalensis	Dori	40/-
11	Pistachla integ-erina	Kalcarsinghi	1000/--
12	Polygonatum verticillatum	Satin Mishri	10001-
13	Salvia moorcroftiana	Thuth	180/-
14	Barnum Persicum	Kala zira	2000/- (if it is collect from the Forest)
15	Selimum vaginatum	Butkesh	400/-
16	Tinospora cordifolia	Gloe	100/-
17	Orchis Latifolia	Salam Panja	6000/-
18	Valeriana hardwighii	Nihani	600/-
19	Acorns Calarnus	Buch	130/-
20	Planus wallichiana	Kail cones	1000/-
21	Adiantum-Lanulatum	Dusgtuli	80/-
22	Lichens	Chalora	225/-

23.	Ables webblana	Taispatra	85/-
24	Hedychlum acummattum	Kapper Kuchri	70/-
25	Heraclsum S u.	Patishan roots	25/-
26	Corardiana heterophylla	Bichu Buti	150/-
27	Cedar rosette	Deodar Rosselite	150/-
28	Birch pine	Kush Cones	150/-
29	Cehrella Spp	Bari Phool	50/-
30	Pyrus pashia	Kainth	30/-
31	Colebroolcea oppositifolia	Bindi phool	50/-
32	Rhodiadendron SPP	Brass phool	150/-
33	Coleus Aromaticus	Pthan Bail	30/- -
34	Lichens & Mossess	Green Mous Ghass	250/-
35	Hypericum Patulum	Khaarera/ Basanti	250/-
36	Curcuma SPP	Ban Haldi	50/-
37	Juniperus Recurva	Bether Patta	100/-

© None of the person mentioned in para-10 are in receipt of regular diet from any Hostel/ Boarding House neither their names are entered in the ration cards issued for the Boarding House. Myself or my family members have a gas connection No.....Single Double Cylinder.

(d) All the persons mentioned in para 10 are presently physically residing with me and the names of these persons are not entered in any consumer cards anywhere in India.

*Signature/Thumb impression of the applicant
along with date*

12. The applicant is the head of family and I know him personally;
I hereby certify that the information given above is correct.

*Signature of the Certifying/ attesting Officer
alongwith designation with seal.*

Receipt of the application form

Serial No.....Name of the applicant.....

This acknowledgment should be produced at when consumer card will be issued if the application is found in order.

Signature of receipt.

Date

Instruction for filling in the application

The application should be filled in neatly while applying for a new distribution card.

The persons coming from other state/city/town/ village, should attach cancellation/ migration certificate issued by the previous card issuing authority.

"FORM- G"

See clause-10(2) the Himachal Pradesh Specified Articles (Regulation of Distribution) Order, 20031

**GOVERNMENT OF HIMACHAL PRADESH
FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPARTMENT
CONSUMER CARD
INSTRUCTIONS**

1. In case the Card holder fails to draw quota of specified articles during the month, the same shall, stand lapsed.
2. The quantum of specified articles can be enhanced, reduced by the Government from time to time
3. The Consumer Card holder shall not keep or allow to keep his consumer card with the fair price shop holder, as, by doing so the same can be misused.
4. The Consumer Card holder shall ensure the entry of the specified articles in the consumer card at the time of issue of the same.
5. The Consumer card in respect of a family shall be issued in the name of head of the family only
6. It may be ensured that only those members of family are mentioned in the application form who are living presently/permanently with him.
7. When a card holder leaves the distribution area he/ she shall deposit the card in the office of the specified authority concerned and to obtain necessary surrender Certificate to facilitate issuance of card at the new place
8. It is necessary to intimate about the increase or decrease in the number of family members at once to the specified authority who has issued the Consumer Card.
9. The only person whose name is entered in the consumer card is entitled to draw the specified articles and the card is valid only for the persons mentioned therein.
- 10.

Note — *Non-compliance* of the above instructions may rendered the fair price shop holder/card holder liable for action under the Essential Commodities Act and Departmental Orders/Rules;

**GOVERNMENT OF HIMACHAL PRADESH
FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPARTMENT**

Card No

Specified Articles Consumer Card

1. City/Town/Panchayat
2. Ward/Name of the village.....
3. Code No..... Serial No.....
4. Name of the Head of the family
5. Father/Husband.....
6. Full address.....
7. Number of family Adults Children Total members
8. Consumer No..... Single/Double Cylinder.....
9. Date from which the card is valid for drawing specified articles.

Signature of the Specified Authority with seal.

*Signature or Thumb
Impression of Consumer cardholder.*
Dated

Name of the Depot/Fair Price Shop
Cock No. of the Depot -
Registration No. of Card

Signature with seal of the depot/
Fair Price Shop holder

Particular of Family members:-

Sl.No.	Name	Age	Relation with the head of family

Total Family Members

Signature with seal of Specified Authority
Dated.....

Countersigned by

Signature Specified Authority with Seal Annexure-M

FORM-I
(see rule 4 of Himachal Pradesh Public Services Guarantee Act, 2011)
NOTICE BOARD

Name of the Office

Name of the Designated Officer.....

Designation

Sr.No.	Name of the service/ Public Service,	Documents to be attached with the application,	Stipulated time limit for providing service (s).	Name and address of the first appellate authority.	Stipulated time limit for disposal of first appeal.	Name and address of the second appellate authority.
1.	2.	3.	4.	5.	6.	7. _
1						
2						
3						

1. Name and designation of the person authorized to receive application (s) In the office of the designated Officer,
2. Time limit for filing the first appeal,
3. Time limit for filling the second appeal,.....

Note: Please obtain the acknowledgement of your application

FORM-II
(see rule 9 of Himachal Pradesh Public Services Guarantee Act, 2011)

Form of register to be maintained by the Designated Officer.

Office of the.....

Year.....

Sr.No.	Name and address of the appellant.	Service for which application has been received.	Stipulated time limit for providing service.	Application accepted/rejected.	Date of Order passed and its details
1	2	3	4	5	6
1					
2					
3					

(Authoritative English Text of this Department Notification No. Rev B. A (3) 7/10 dated 21 December, 2011 as required under article 348 (3) of the Constitution of India)

**Government of Himachal Pradesh
Department of Revenue**

NOTIFICATION

NO.Rev.B.A. (3)-7/2010. Dated Shimla:-2, 21 December, 2011

In exercise of the power conferred by section by section of The Himachal Pradesh Public Service Guarantee Act, 2011, the Governor, Himachal Pradesh is pleased to notify the services, designated officers, first appellate, authority and stipulated time limits pertaining to revenue department, for the purpose of Act ibid as follows:

Services	Designated Officer	Time Limit	First appellate Authority
Supply of copies of revenue record	Patwari	Same day if Sought on Monday, Wednesday or Friday otherwise on next such day	Tehsildar /Naib – Tehsildar in Tehsil/Sub-Tehsil
Reports for issuance of various certificates	Patwari	Same day if Sought on Monday, Wednesday or Friday otherwise on next such day	Tehsildar /Naib – Tehsildar in Tehsil/Sub-Tehsil
Reports of damages due to natural calamity	Patwari	Within 7 days	Tehsildar /Naib – Tehsildar of Tehsil/Sub-Tehsil
Entry of Mutation	Patwari	Same day if Presented on Monday, Wednesday or Friday otherwise on next such days	Tehsildar /Naib – Tehsildar of Tehsil /Sub-Tehsil
Issuance of various certificates	Tehsildar /Naib – Tehsildar	Speaking order on same day, if Officer is present otherwise on next day	
Attestation of affidavits/power of Attorneys	Tehsildar /Naib – Tehsildar	same day, if Officer is present otherwise on next day	Sub-Divisional Office(C)

Registration of deeds/ documents	Tehsildar /Naib – Tehsildar	To be accepted or refused on same day, if Officer is present otherwise on next day	Sub-Divisional Office(C½
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By Order,

Principal Secretary (Revenue) to the
Government of Himachal Pradesh.

Endst. No Rev. B.A. (3)-7/2010. Dated Shimla-2, the 2 December, 2011.

1. Administrative Secretaries to the Government of H.P
2. All the Divisional Commissioners in H.P.
3. All the Head of Departments in H.P.
4. All the Deputy Commissioners in H.P. They are requested to ensure that this notification is supplied to all concerned immediately.
5. All the Sub-Divisional Officer (Civil) in H.P.
6. The A.I.R Cum Under Secretary (Law) to the Government of H.P.
7. All Tehsildar/Naib Tehsildars posted in sub-tehsils, in H.P
8. Clerk of Court to the F.C. (Appeal), Govt.office H.P Shimla-2.
9. The Controller, Printing and Stationary, H.P. Government Press, Shimla-5 for Publication in the H.P. Government Gazette (Extraordinary).Five copies of the gazette may kindly be sent to this Department for record:

Deputy Secretary (Revenue) to the
Government of Himachal Pradesh

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Authoritative English Text of this Department Notification No.UD-A (3)-6/2011 dated as required under clause (3) of Article 348 of the Constitution of India)

**Government of Himachal Pradesh
Department of Urban Development
NOTIFICATION**

No:UD-A(3)-6/2011

Dated Shimla:-2

01.08.2016

In supersession of this Department notification No. UD-A (3) -6/2011 dated 01-02-2012 and in exercise of the powers conferred by section 3 of the Himachal Pradesh Public Services Guarantee Act, 2011, the Governor, Himachal Pradesh is pleased to notify the services, Designated Officers, First Appellate Authority, Second Appellate Authority and the stipulated time limits for the purpose of above Act for the Department of Urban Development, Himachal Pradesh as under :

Sr. No	Name of service / public service	Designated Officer	Format of the application to obtain service	List of documents required to obtain service	Person who can request for service	Time limit for service	First Appellate Authority	Remarks
1	2	3	4	5	6	7	8	9
1.	Registration of Birth	Registrar, Birth & Death (C.H.O), M.Corp/EO, MC/Secy,NP	On Form No. 7 prescribed under the HP Registration of Birth & Death Rules,2003.	Report of Medical officer, if birth takes place in Health Institute in case birth takes place at home. Birth proforma duly signed by the family doctor/nurse/ trained midwife/ Ward Councilor	Parents of any other family member	2 days	Commr. of the Corp/Sdm concerned	As per the HP Registration of Birth & Death Rules.2003
2.	Regiatriation	Registration,	On Form No. 8	Report of Medical Officer, if	Parents of any	2 days	Commr. of the	As per the

	of Death	Birth & Death (C.H.O), M.Corp/EO, MC/Secy,NP	prescribed under the HP Registration of Birth & Death Rules,2003.	death takes lace in Health Institute. In case death takes place at home report signed by the family doctor / Ward Council.	other family member		Corp/ SDM concerned	HP Registration of Birth & Death Rules,2003
3.	Registration of Marriage	Registration / J.C/AC of M.Corp/EO, MC/Secy,NP	On prescribed form as per the provision of Registration of Marriage Act,1996	Detail of persons getting married	Parents of any other family member	2 days	Commr. of the Corp/SDM concerned	
4.	Copy of Birth death & Marriage Certificate	Registrar, Birth & Death (C.H.O), Marrige, M.Corp/EO,MC/Secy, of NP	On prescribed form as per the provision of Registration of Marriage Act,1996	Name, date of birth /Death /Marriage/and other relevant details	Any person of faniy	2 days	Commr. of the Corp/SDM concerned	
5.	Water supply connection	M.E.M.Corp/EO,Mc/Secy, NP	On prescribed form	Completion / sanction letter, Tax Clearance, ownership/ site plan and NOC of owner in case of tenants Tech. report of JE/AE/ME.	Owner or tenant	30 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
6.	Sewerage connection	M.E.M.Corp/EO,MC/Secy, NP	On prescribed form	Completion / sanction letter, Tax Clearance, ownership/ site plan and NOC of owner in case of tenants Tech. report of JE/AE/ME.	Owner or tenant	30 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned

7.	Building Plan/Planning permission. Map							
a.	Fresh planning permission	A.P.M.Corp/EO, MC/Secy,NP	On prescribed form	On prescribed form	Owner of the property	90 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
b.	Revised-cum-Completion plan	A.P.M.Corp/EO, MC/Secy,NP	On prescribed form	On prescribed form	Owner of the property	90 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
c.	Completion plan(after completion of building in all respect	A.P.M.Corp/EO, MC/Secy,NP	On prescribed form	On prescribed form	Owner of the property	90 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
d.	Reconstruction on old line	A.P.M.Corp/EO, MC/Secy,NP	On prescribed form	On prescribed form	Owner of the property	60 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
e.	Change of building use	A.P.M.Corp/EO, MC/Secy,NP	On prescribed form	On prescribed form	Owner of the property	60 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned

8.	Issuance of BPL certificate	J.C/AC of M.Corp/EO,MC /Secy,NP	Application on plain paper	Copy of BPL card Affidavit, if required. List of family member with name Photograph of head of the family	Any person	30 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
9.	NOC for Electricity	A.P.M.Corp/EO, MC/Secy,NP	Application on plain paper	Reference of sanction	Any person	30 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
10.	Non P.F.A License	J.C/A.C.M.Corp /EO,MC/Secy,NP	Application on plain paper	Reference of sanction	Any person	7 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
11.	Permission for Canaopy	J.C/A.C.M.Corp /EO,MC/Secy,NP	Application on plain paper	Reference of sanction	Any person	7 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned
12.	Permission for Dumping of muck	XEN, M.Corp/EO,MC /Secy,NP	Application on plain paper	Reference of sanction	Any person	7 days	Commr. of the Corp/SDM concerned	Fee as prescribed by the municipality concerned

***This will be applicable only for those Municipalities where both the services are under their control.**

The request for service on the application/ form prescribed along with specified documents can be made to the designated officer or to a person subordinate to him authorized to receive such applications. An acknowledgement will be issued as per Himachal Pradesh Public Service Guarantee Rules. All designated officers are required to issue order authorized person and display in the Notice Board as per section 5 of the Act.

An appeal under Section 6 can be filed before the first appellate authority with in thirty days from the date of rejection of application or the expiry of the stipulated time limits.

An appeal against the order of the First Appellate Authority can be filed before the State Information Commission, Himachal Pradesh, who shall be the second Appellate Authority.

By Order
Manisha Nanda
Additional Chief Secretary (UD) to the
Government of Himachal Pradesh

Endst. No. UD-A (3)-14/2015

dated: Shimla-2 the 11 Aug, 2016

Copy for information and necessary action is forwarded to:

1. The Pr. Secretary to Chief Minister, H.P. Shimla-2
2. The Sr. Private Secretary to Chief Secretary, H.P. Shimla-2
3. All the Administrative Secretaries to the Govt. of H.P. Shimla-2
4. The Secretary (AR) to the Govt. of HP. Shimla-2
5. The Director, Urban Dev. HP Shimla-2
6. The Commissioner, Municipal Corporation, Shimla & Dharmshala.

(Naresh Thakur)
Joint Secretary (UD) to the
Government of Himachal Pradesh

(Authoritative English Text of This Department Notification No HSG-A(3)-3/2011 dated 16/01/2012 as required under clause (3) of Article 348 of the Constitution.)

**Government of Himachal Pradesh
Housing Department**

NOTIFICATION

No:HSG-A(3)-3/2011

Dated Shimla:-2,

20/01/2016

In exercise of the powers conferred by section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 and Rule-4 of the Himachal Pradesh Public Service Guarantee Act, 2011 the Governor Himachal Pradesh is pleased to notify the services, authorities & time limits in respect of Himachal Pradesh Housing & Urban Development Authority, for the purpose of the Act as Under:-

Sr. No	Name Of service	Designated Officer	Format of the application to obtain service	List of documents required to obtain service	Persons who can requested for service	Time limit for service	First Appellate Authority	Remarks
1.	2.	3.	4.	5.	6	7.	8.	9.
1.	Enquiries regarding instalments/dues	Chief Accounts Officer	on Plain paper	Particular of House/Plot/Flat No. and name of the colony	Allottees of plots/Flats/House in various Housing Colonies of HIMUDA	two weeks	CEO-cum secretary	-
2.	Mortgage permission i) For residential units. ii)for industrial/commercial/Institutional units	i)Administrative Officer ii)CEO-Cum secretary	on plain paper on plain paper		Concerned allottees. Concerned allottees.	two weeks two weeks	CEO-cum-Secretary Secretary (HSG)	
3.	i) No Dues certificate	Concerned	on plain		Concerned allottees	two	CEO-cum-	

	Regarding maintenance charge/certificate of non-enroachment/un-authorized construction. ii)No dues Ccertificate regarding full and final payment of Houses/plots/Flats	Executive Engineer Assistant Engineer CEO-cum Secretary	paper on plain paper			weeks Three weeks	Secretary Secretary(HSG)	
4.	Conveyance Deed	CEO-cum Secretary	-	i) Non judicial stamp papers of required value alongwith 20 judicial paper. ii) 3 copies of allotment letter. iii) No due certificate and Non-enroachment certificate issued by the concerned AE. iii) Photo identity.	concerned Allottee	one week	Secretary (HSG)	
5.	issue of possession letter	Administrative Officer			concerned Allottee	one week	CEO-cum-Secretary	After execution of HIPTA/conveyance deed/lease

								deed.
6.	Registration of conveyance Deed.	Concerned Asstt. Engineers			concerned Allottee	Eight week	CEO-cum-Secretary	subject to the deposit of requisite fee in the office of Registrar
7.	Sanction of Building Plans	CEO-cum Secretary	On plain papers along with requisite fee.	i) No dues Certificate from concerned Executive/ Asstt. Engineers w.r.t. maintenance/w ater charges. ii) 4 copies of building plan.	-	four week	Secretary (HSG)	
8.	Completion certificate	Executive Engineer concerned / Local Body	On plain paper	Reoprts of Assistant Engineer concerned duly supported by building plan		two weeks	CEO-cum-Secretary	
9.	Refund	CEO-cum-Secretary	On plain paper			four week	Secretary (HSG)	
10.	water/ Sewerage connection	Executive Engineer concerned	On plain paper	Receipt of the deposit of requisite fee.	Concerned allottee	Four weeks	CEO-cum-Secretary	
11.	Transfer of allotment of	CEO-Cum-	On plain	i) Affidavit	Concerned allottee	Six	Secretary	

	House/Plot/Flat.	Secretary	paper	from the allottee to sell the unit, ii) Affidavit from the purchaser to abide by allotment Rules of the Authority. iii) Receipt of the up-to date dues levy charges in the case of plot. v) No due Certificate. vi) Certificate of non-encroachment/un-authorized construction from concerned AE.		weeks	(HSG)	
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➤ Time limits shall apply, if the case is in order.

The request for service on the application/Form prescribed alongwith specified documents can be made to the designated office or to a person subordinate to him authorized to receive such applications. An acknowledgement will be issued as per Form No.1 Prescribed in "Himachal Pradesh Public service Guarantee Rules," All designated Officer are required to issue order for authorized person and display in the Notice Board as per section 5 of the Act.

An Appeal under Section 6 can be filled before the first appellate authority within thirty days from the date of rejection

(AUTHORITATIVE ENGLISH TEXT OF THIS DEPARTMENT NOTIFICATION NO TPTB (15)-3/2003-L-II 20/08/2013 REQUIRED UNDER CLAUSE (3) OF ARTICLE 348 OF THE CONSTITUTION OF INDIA

**Government of Himachal Pradesh
Department of Transport**

No: TPT-B (15)-3/2003L-II
2013

Dated Shimla:-2 the 22nd

August,

NOTIFICATION

In exercise of the powers vested Under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 The Governor, of the Himachal Pradesh ia pleased to notify the following services, Designated Officer and 1st Appellate Authority there under for providing the services within the prescribed time limits relating to the Transport Department Himachal Pradesh for the purpose of the above said Act:-

Sr. No	Title of Service	Designated Officers	Time limit for providing services	Designation of 1st Appellate Authority
1.	Registration of Vehicles	concerned Registering & Licensing Authorities	6 working days after submission of complete papers and required fee/late fee etc.	commissioner Transport HP
2	Learner Driving License/Conductor License	-do-	3 working days after submission of complete paper and required fee/ late fee etc	-do-
3	permanent Driving License/Conductor License	-do-	3 working days after submission of complete paper and required fee/ late fee etc	-do-

By Order,

(All.R.Rizvi)
Principal Secretary (Transport) to the
Government of Himachal Pradesh

**Government of Himachal Pradesh
Department of Transport**

No: TPT-B (15)-3/2003L-II

Dated Shimla:-2 the

23rd May, 2016

NOTIFICATION

In supersession to this department Notification of even number dated 22nd August, 2013 and in exercise of the powers vested Under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 The Governor, of the Himachal Pradesh is pleased to notify the following services, Designated Officer and 1st Appellate Authority and 2nd Appellate Authority there under for providing the services within the prescribed time limits relating to the Transport Department Himachal Pradesh for the purpose of the above said Act:-

Sr. No	Title of Service	Designated Officers	Time limit for providing services	Designation of 1 st Appellate Authority	Designation of 2 nd Appellate Authority
1.	Registration of Vehicles	concerned Registering & Licensing Authorities	6 working days after submission of complete papers and required fee/late fee etc.	Additional commissioner Transport, HP	Director Transport HP
2	Learner Driving License/Conductor License	-do-	3 working days after submission of complete paper and required fee/ late fee etc	-do-	-do-
3	Permanent Driving License/Conductor License	-do-	6 working days after submission of complete paper and required fee/ late fee etc	-do-	-do-
4	International Driving License	-do-	6 working days after submission of complete paper and required fee/ late fee etc	-do-	-do-

By Order,

Sanajy Gupta
Principal Secretary (Transport) to the
Government of Himachal Pradesh

Endst. No.TPT-B (15)-3/2003-L-II dated: Shimla-2, 23rd May, 2016

Copy for information & necessary action is forwarded to:-

1. The secretary to Governor, Himachal Pradesh, Raj Bhawan, Shimla -2.
2. The Principal Secretary to Chief Minister, Himachal Pradesh Shimla -2.

3. The special Secretary-Cum-pr, Private Secretary to the Chief Minister, Himachal Pradesh-2
4. The Sr.Private Secretary to Transport Minister, H.P, Shimla -2.
5. The Sr.Private Secretary to Chief Secretary, Himachal Pradesh, Shimla -2
6. All ACS / Administrative Secretaries to the Govt.Of Himachal Pradesh, Shimla-2,
7. The Director of Transport Parivahan Bhawan, Shimla-171004.
8. Controller, Printing & Stationary HP Shimla-5 for publication in the Rajpatra.
9. The Secretary State Transport Authority, Parivahan Bhawan Shimla-4.
10. The Additional Commissioner, Transport Authority, Parivahan Bhawan Shimla-4
11. All Registering Licensing Authority in Himachal Pradesh.
12. All Regional Transport Officer in Himachal Pradesh.
13. Guard File.

Under Secretary (Transport) to the
Government of Himachal Pradesh

(Authoritative English text of this Department Notification No. Home –F (F) 6-1/2011 (3) dated as required under Clause (3) of the Article 348 of Constitution of India)

**Government of Himachal Pradesh
Department of Forest**

No: Home-F (F) 6-1- /2011

Dated Shimla:-2 the 5th January, 2011

NOTIFICATION

In exercise of the powers Conferred Under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 and Rule-4 of the Himachal Pradesh Public Service Guarantee Act, 2011 The Governor Himachal Pradesh is pleased to notify the following services, Authorities and time limits under the Act in respect of Himachal Pradesh Fire services Department as under

Sr. No	Name Service/ Public Services	Designated Officers	Format the application	List of Document required to obtain service	person who can request for service	Time limit for service	1 st Appellate Authority	2nd Appellate Authority
1.	2	3.	4.	5.	6.	7.	8.	9.
1.	Issue of fire Report	Divisional Fire Officer/Station Fire Officer/ Sub- Fire Officer	Application on the plain paper	No document required, however application should include date time and place of fire.	Any person	7 days	Chief Fire Officer	No fee required
2.	Issue of NOC for the safety	Chief Fire Officer	Application on the plain paper	Site plan, recommendation of Divisional Fire Officer/Station Fire Officer/Sub- Fire Officer of the concerned	Any person	30 days	Director Fire Services, HP	No fee required

The request for service on the application / form prescribed alongwith specified documents can be made to the concerned designated officer or to a person subordinate to him authorized to receive such application. An acknowledgement of which will be issued as per Form specified in H.P. Public Service Guaranttee Rules, 2011. All

designated officers are required to issue order for authorized persons and display the same on the Notice Board as per section 5 of the Act.

An appeal under section 6 can be filed before the concerned first appellate authority, as the case may be, within thirty days from the date of rejection of application or the expiry of the stipulated time limits.

An appeal against the order of the First Appellate Authority can be filed before the state Information Commission, Himachal Pradesh, which is the Second Appellate Authority.

By Order

Principal Secretary (Home) to the
Government of Himachal Pradesh

Endst. No.As above: dated: Shimla-2, 5, January, 2016

Copy is forwarded for information to the action following:-

1. All the Administrative Secretaries to the Govt. Himachal Pradesh.
2. The Secretary (Admn.Reforms) to the Govt. H.P Shimla -2.
3. ADG (P)-cum Director Fire Services, Shimla-2.
4. The Controller Printing & Stationary, H.P, Shimla-5 with requested that the same may be publish in the Rajpatra and copy of the same be supplied to this department
5. The Director, NIC, HP, Shimla-2.

Under Secretary (Home) to the
Government of Himachal Pradesh

**Government of Himachal Pradesh
Department of Forest**

No: FFF-A (A)-2/2010

Dated Shimla:-2 the 26 th November, 2011

NOTIFICATION

In exercise of the powers vested Under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 The Governor, of the Himachal Pradesh is pleased to notify the following services, Designated Officers and 1st Appellate Authority their under for providing the services within the prescribed time limits relating to the Forest Department Himachal Pradesh for the purpose of the above said Act:-

Sr. No	Title of Service	Designated Officers	Time limit for providing services	Designation of 1st Appellate Authority
1.	Grazing Permits	Range Officer (concerned)	Within 24 Hours on receipt of complete application by Range Officer (concerned) From the grazer,	Devisional Forest Officer concerned.
2	Compensation to be paid for killing domestic animals by wildlife and for injuries inflicted/killing of human beings.	DFO (Territorial Wildlife) concerned	Within 24 Hours on receipt of complete application, i.e, Pradhan's report and post mortem or medical report	Conservator of Forests (Territorial Wildlife concerned)
3	Grant of T.D. to Right Holders	Application to be finalized by Gram Sabha.	by 15 th April of the year	N.A.
		Sanction by DFO	by 15 th May of the year	Conservator of Forests
		Concerned after competing all formalities.		concerned)
		Receipt of sanctioned application by Range Officer/concerned applicant.	By 31 st may of the year	-Do-
		Demand Consolidation Beat wise	15 th June of the year	N.A.
		Marking Felling, conversion and transportation to local	31 st August of the year	N.A.

		depot		
		Supply to Right Holders (first come first serve)	1 st September to 31 st December, of the year,	DFO
4	TD to Disaster sufferers	DFO concerned	Within 60 days receipt of complete application, by DFO duly recommended by the SDM concerned.	CF

Provide further that the application given by the applicant for T.D. shall be acknowledged by the designated officer by providing a receipt thereof to the applicant.
By Order,

Sudripla Roy
Principal Chief Secretary (Forest) to the
Government of Himachal Pradesh

Endst. No.As above: dated: Shimla-2, 26, November, 2016

Copy for information & necessary action is forwarded to:-

1. The secretary to Governor, Himachal Pradesh, Raj Bhawan, Shimla -2.
2. The Principal Secretary to Chief Minister, Himachal Pradesh Shimla -2.
3. The special Secretary-Cum-pr, Private Secretary to the Chief Minister, Himachal Pradesh-2
4. The Sr.Private Secretary to Chief Secretary, H.P, Shimla -2.
5. The Administrative Secretaries to the Govt. H.P Shimla -2.
6. The Secretary (Admn.Reforms) to the Govt. H.P Shimla -2.
7. The Pr.Chief Conservator of Forests (Territorial)/ Wildlife-Cum-Chief Wildlife Warden. HP Shimla-1 alongwith a copy of Notification No-Per (AR) B(15)-1/2010-VOL-I dated 21-11-2011 of Administrative Report Department for necessary action.
8. The managing Director, HP state Forest Dev.Corp.Ltd.Shimla-9.
9. All the APCCFs/CCFs/Director (North/South), HPSFDC in HP.
10. All the CFS/DFOS (Territorial/Wildlife) in HP alongwith a copy Notification No-Per (AR)B(15)-1/2010-VOL-I dated 21-11-2011 of Administrative Report Department for necessary action.
11. The Controller (Printing), HP Govt.Press,Ghora Chowki, Shimla-5 Publication in the Rajpatra (Extra Ordinary),
12. The Section Officer (Forest-B Section), HP Sectt,Shimla-2
13. Guard File.

Under Secretary (Forest) to the
Government of Himachal Pradesh

**Government of Himachal Pradesh
Department of Forest**

No: FFE-A (B)9-1/2016

Dated Shimla:-2 the

15-06-2016

NOTIFICATION

In continuation of this department's notification NO.FFE-A(B)9-2/2010 date 26-11-2011 and In exercise of the powers vested Under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 The Governor, of the Himachal Pradesh is pleased to notify the following services, Designated Officers and 1st Appellate Authority and 2nd Appellate Authority the under for providing the services within the prescribed time limits relating to the Forest Department Himachal Pradesh for the purpose of the above said Act:-

Sr. No	Title of Service	Designated Officers	Time limit for providing services	Designation of 1st Appellate Authority	Designation of IInd Appellate Authority
1.	Permission for felling of trees for their bonofide domestic and agricultural use from private land owners under land Preservation Act,1978 (Except MC/Nagar Panchayat areas)				Chief Information Commissioner (CIC)
a)	upto 3 trees of Coniferous (except chil trees) &in case of chil & other trees 5 trees in each other	No permission is required			
b)	upto 10 trees	Range Officer concerned	15 days	DFO concerned	
c)	More than 10 trees	DFO concerned	30 days	CF/CCF concerned	
2.	Permission for felling of trees for commercial purposes from private land Owners/SPAS/GP As as per ten year felling programme under land	-do-	-do-	-do-	Chief Information Commissioner (CIC)

	Preservation Act,1978				
a)	Upto 50 trees in a year	DFO concerned	15 days	CF/CCF concerned	
b)	Upto 100 trees in a year	CF/CCF concerned	30 days	PCCF(HoFF)	
c)	Upto 200 trees in a year	PCCF(HoFF)	45 days	ACS/Pr secy.(FTs)	
3	Permission for felling of trees in forest land diversion cases after issuance of final orders from the competent authority under section 2 of Forest Conservation Act,1980	DFO concerned	30 days	CF/CCF concerned	Chief Information Commissioner (CIC)

Note1: The PCCF (HOFF), HP shall develop an online application for making application, paying fee, generating permission online which can be downloaded by the applicant. He shall also ensure putting in details of procedures and requirements for making application etc. on the departmental website within a period of 45 days positively.

Note2: The time limit shall be reckoned after complete filing of the application including completion of procedural requirements.

By Order,

R.D. Dhiman
Principal Chief Secretary (Forest) to the
Government of Himachal Pradesh

Endst. No.As above: dated: Shimla-2, the 15-06-2016

Copy for information & necessary action is forwarded to:-

1. The secretary to Governor, Himachal Pradesh, Raj Bhawan, Shimla -2.
2. The Principal Secretary to Chief Minister, Himachal Pradesh Shimla -2.
3. The principal Private Secretary to Chief Minister, H.P. Shimla-2
4. The Chief Secretary to the Government of Himachal Pradesh, Shimla-2.
5. All Administrative Secretaries to the Govt. H.P Shimla -2.
6. The Pr.Private Secretary (Industries) to the Govt.of Himachal Pradesh, Shimla-2.
7. The Secretary (Administrative Reforms) to the Govt.of H. P, Shimla-2.
8. The Pr.Chief Conservator of Forests (HoFF)/ HP Shimla-1. He is directed to circulate this notification amongst all concerned.
9. The Pr.Chief Conservator of Forests (Wildlife)/ HP Shimla-1
10. The managing Director, HP state Forest Dev.Corp.Ltd.Shimla-9
11. All the APCCFs/CCFs/Director (North/South/Central), HPSFDC in HP.
12. All the CFS/DFOS (Territorial/Wildlife) in HP.
13. The Controller (Printing and Stationery), H.P. Govt.Press, Shimla Publication in the Rajpatra (Extra Ordinary),

14. The Section Officer (Forest-B Section), HP Secretariat, Shimla-2.
15. Guard File

(D.C Rana)
Additional Secretary (Forest) to the
Government of Himachal Pradesh

**Government of Himachal Pradesh
Department of Co-operation**

No: Coop-A (3) -3/2011

Dated Shimla:-2 the

7-11-2015

NOTIFICATION

In exercise of the powers conferred under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 and rule 4 of the Himachal Pradesh ia pleased to notify various services, Designated Officers and 1st and 2nd Appellate Authority and stipulated time limits in respect of the co-operaion Department for the purpose of the said Act as under:-

Sr. No	Title of Services	Designated Officers	Time limit for providing services	Designation of 1st Appellate Authority	Designation of 2nd Appellate Authority
1.	2.	3.	4.	5.	6.
1.	Registration of Co-operative societies under H.P.Cooperative Societies Act, 1968.	a)Assistant Registrar cooperative societies (ARCS) of concerned area primary societies b) Dy /Joint/Additional Registrar for Secondary societies c) Registrar cooperative societies (RCS) for State level society	a) Scrutiny of proposal and communication of deficiencies/ discrepancies, if any- 21 days b)issuance of registration certificate after receipt of complete proposal- 15 days	Joint/ Additional registrar cooperative societies Registrar cooperative societies. Secretary (co-op)	There are three tiers of co-op societies in H.P. viz. primary Secondary and Stae level. The Designated Officer/1 st Appellate Authority may Vary with the type of society.
2.	Amendment of bylaws: a)primary cooperative societies, except co-op. Banks	Assistant Registrar concerned	(i)scrutiny of proposal and communication deficiencies/ discrepancies, if any- 21 days	Joint/ Additional Registrar Cooperative societies Registrar	

	<p>b)Secondary cooperative societies, except co-op. Banks</p> <p>c)Sate level cooperative societies and co-op Banks</p>	<p>Deputy Registrar concerned</p> <p>Officer Incharge of the concerned society at Directorate.</p>	<p>b) Registration of amendment after receipt of complete proposal-within 15 days</p>	<p>cooperative societies.</p> <p>Secretary (co-op)</p>	
3.	<p>Registration of Societies under H.P. Societies Registration Act, 2006</p>	<p>a)Deputy Registrar of Societies (SDM) for such-Divisional level societies</p> <p>b)Addl.Registrar of societies (Deputy Commissioner) for Distt level societies.</p> <p>c)Registrar of societies for state level societies</p>	<p>(i)Scrutiny of proposal and communication deficiencies/ discrepancies, if any-21 days</p> <p>b) Registration of amendment after receipt of complete proposal-within 15 days</p>	<p>D.C of concerned District.</p> <p>Registrar cooperative societies,</p> <p>Secretary (Cooperation)</p>	
4.	<p>Amendment of Byelaws of Societies under H.P. Societies Registration Act, 2006</p>	<p>a)Deputy Registrar of Societies (SDM) for such-Divisional level societies</p> <p>b) Addl.Registrar of societies (Deputy commissioner) for Distt level societies.</p>	<p>(i)scrutiny of proposal and communication deficiencies/ discrepancies, if any-21 days</p> <p>b) Registration of amendment after receipt of complete proposal-within 15 days</p>	<p>D.C of concerned District.</p> <p>Registrar Cooperative Societies,</p>	

		c)Registrar of Societies for state level societies		Secretary (Cooperation)	
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The time shall apply if case received by the designated officer or person authorized is in order and no shortcoming or discrepancy is reported. In case there are shortcomings or discrepancies in the case, the time limit shall vary accordingly.

The request for service on the application or form prescribed along with specified documents can be made to the concerned designated officer or to a person subordinate to him authorized to receive such applications. An acknowledgement shall be issued as per Form specified in H.P. Public Service Guaranttee Rules, 2011. All designated officers are required to issue order for quthorized persons and display the same on the Notice Board as per section 5 of the Act.

An appeal under section 6 can be filled before the concerned first appellate authority, as the case may be, within thirty days from the date of rejection of application or the expiry of the stipulated time limits.

An appeal against the order of the First Appellate Authority can be filed before the state Information Commission, Himachal Pradesh, Which is the Second Appellate Authority under the Act.

By Order

(P.Mitra)

Chief Secretary (Co-operation) to the
Government of Himachal Pradesh

Endst.No. Coop.A (3).3/2011

dated: Shimla-2, the 7-11-2015

Copy for information & necessary action is forwarded to:-

1. All Adminstrative Secretary to the Govt. of Himachal Pradesh Shimla -2.
2. The secretary (AR) to the Govt. Himachal Pradesh.
3. Registrar, Cooperative Societies, H.P. Shimla-9.
4. All Deputy Commissioner cum Additional Registrar of Societies in Himachal Pradesh.
5. The Director NIC, H.P. Shimla-2.
6. All the Addl./Joint/Deputy/Assistant Registrars, Cooperative societies in H.P.
7. All the Sub-Divisional Officers (Civil) cum Deputy Registrrar of societies in Himachal Pradesh.
8. The Controller, Printing Press & Sationary, Himachal Pradesh, Shimla-171005 for Publication in the Rajpatra (Extra Ordinary)

Join Secretary (Coop) to the
Government of Himachal Pradesh

Government of Himachal Pradesh
Department of Environment, Science & Technology

No. STE-A (1)-1/2010

Dated: Shimla-2

August, 2016.

NOTIFICATION

In exercise of the powers vested under Section 3 of the HP Public Services Guarantee Act, 2011, the Governor, Himachal Pradesh is pleased to notify the following services, Designated Officers and Appellate Authorities there under for providing the services within the prescribed time limits relating to the Department of Environment, Science & Technology, Himachal Pradesh for the purpose of the above said Act:-

Sr.No	Title of Services	Designated Officers	Time limit for providing service	Designation of 1 st Appellate Authority	Designation of 2 nd Appellate Authority
1	Provide support to the R & D proposals to Research Institutions in the State	Principal Scientific Officer(Biotechnology)	2 months from the date of submission of proposals.	Director, Environment, Science & Technology,HP.	State Information Commissioner
2	Rendering service as State Coordinator for the State Environment Impact Assessment Authority and State Expert Appraisal Committee to receive process and dispose off the applications of different project proponents under EIA Notification, 2006 for grant of Environmental Clearance.	Principal scientific Officer(Environment)	As per provisions of EIA Notification,2006	Director, Environment, Science & Technology,HP.	State Information Commissioner
	Rendering service as Head of Environment Division of the Department to receive process and dispose off the applications, complaints, project proposals under Environment (Protection) Act, 1986.		As per provisions of Environment (Protection), Act, 1986.		
	To Prepare, implement projects proposal for benefit of public to		As per time lines of different projects.		

	deal with impacts of climate change seeking National, bilateral, multilateral findings.				
3	Work with regard to EIA/EMP, Form-I etc. for the grant of EC to the project proposal	Senior Environment Officers	Under the provisions of the EIA Notification dated 14.9.2006, within 105 days of the receipt of the final Environment Impact Assessment Report and where EIA report is not required of the complete application with requisite documents with certain conditions as provided in the EIA Notification	Director, Environment, Science & Technology, HP	

By Order

Pr. Secretary (Env.S & T) to the
Government of Himachal Pradesh.

Endst.No. As Above.
2016.

Dated: Shimla-2, August,

Copy for information and necessary action is forwarded to:-

1. The secretary to governor, Himachal Pradesh, Raj Bhawan, Shimla-2
2. The Pr. Secretary to Chief Minister, HP, Shimla-2
3. The Sr. Private Secretary to Chief Secretary, HP, Shimla-2.
4. All Administrative Secretaries to the Govt. of HP, Shimla-2
5. The Secretary (Admn. Reforms) to the Govt. of HP, Shimla-1.
6. The Director, Environment, Science & Technology Deptt., Shimla-2
7. The Controller (Printing), HP Govt. Press, Ghora Chowki, Shimla-5 for publication in the Rajpatra.
8. Director, NIC, H.P. Secretariat, Shimla-2.
9. Guard file.

Special secretary (Env.S & T) to
the Government of Himachal
Pradesh.

**Government of Himachal Pradesh
Department of Labour & Employment**

No.Shram (A) 6-2/10-Part-File-I-L

Dated: Shimla-2, the 27.02.2016

NOTIFICATION

In exercise of the powers vested by session -3 of the Himachal Pradesh Public Service Guarantee Act,2011, the Governor, Himachal Pradesh is pleased to notify the following services, Designed officers, Appellate Authorities there under for providing the services within the prescribed time limits relating to Labour & Employment Department for the purpose of the above said Act:-

Sr. No.	Name of Services	Designated Officers	Stipulated period	First Appellate Authority	Second Appellate authority
1.	Grant of licence under H.P. Shops & Commercial Act, 1969.	Labour Inspector.	15 days after completion of all codal formalities.	Labour Officer	State Information Commissioner.
2.	Renewal of licence under H.P. Shops & Commercial Act, 1969.	Labour Inspector.	-do-	Labour Officer	-do-
3.	Grant of licence under Factories Act,1948	Labour Commissioner- cum-Chief Inspector of Factories.	20 days after completion of all codal formalities.	ACS/Pr. Secy.(Lab. & Emp)	-do-
4.	Renewal of licence under Factories Act.1948.	-do-	-do-	ACS/Pr. Secy.(Lab. & Emp)	-do-

5.	Grant of licence under Inter State Migrant workmen Act,1979	Labour Officer	20 days	Labour Commissioner H.P	-do-
6.	Renewal of licence under Inter State Migrant workmen Act,1979	Labour Officer	-do-	-do-	-do-
7.	Grant of licence under Contract Labour Act,1970.	Labour Officer	20 days	Labour Commissioner H.P.	State Information Commissioner.
8.	Renewal of licence under Contract Labour Act,1970	-do-	-do-	-do-	-do-
9.	Grant of licence under Motor Transport Act, 1961.	Deputy Labour Commissioner.	20 days	-do-	-do-
10.	Renewal of licence under Motor Transport Act, 1961.	-do-	-do-	-do-	-do-

By Order

Principal Secretary (Lab. & Emp.) to the
Government of Himachal Pradesh,

Endst. No. Shram (A) 6-2/10-Part-File-1-Loose dated Shimla-2

Copy for the information and necessary action is forwarded to:-

1. The Secretary to Governor, H.P. Shimla-2.
2. The Pr.Secretary to Chief Minister, H.P.Shimla-2
3. The All Pr. Secretaries/Secretaries to the Govt. of H.P. Shimla-2.
4. The Labour Commissioner H.P. Shimla-1. He is requested to circulate the notification amongst all concerned and also upload the same in the department website for public domain.
5. The Director, NIC, H.P. Secretariat, Shimla-2.
6. The Section Officer, LEP Section, H.P.Secretariat, Shimla-2.

(Dinesh Kumar Sharma)
Deputy Secretary (Lab. & Emp.) to the
Government of Himachal Pradesh

**Government of Himachal Pradesh
Department of Labour & Employment**

No: Shram- (A) 6-2/2/10 Part-File-1 L Dated Shimla:-2 the 27-06-2016

NOTIFICATION

In exercise of the powers vested under section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011. The Governor, Himachal Pradesh is pleased to notify the following services, Designated Officers Appellate Authorities there under for providing the services within the prescribed time limits relating Labour & Employment Department, the purpose of the above said Act.

Sr. No.	Title of Services	Designated Officers	Stipulated period	Designation of 1st Appellate Authority	Designation of 2nd Appellate Authority
1.	Approval of Building plan under Factories Act,1948	Labour Commissioner- Cum Chief inspector of Factories.	30 days after completion of all codal formalities.	ACS/Pr. Secretary (Lab & Emp)	State Information Commissioner
2.	Grant of Registration Certificate under Building & Other Construction Workers Welfare (RE&CS) Act,1996	Labour Officer	20 days after completion of all codal formalities.	Labour Commissioner H.P.	State Information Commissioner

By Order

Principal Secretary (Lab. &Emp) to the
Government of Himachal Pradesh

Endost.No: Shram- (A) 6-2/2/10 Part-File-1 Loose Dated Shimla:-2 the 27-06-2016

Copy for information & necessary action is forwarded to:-

1. The secretary to Governor, Himachal Pradesh, Shimla-2.
2. The Pr. Secretary to Chief Minister of Himachal Pradesh Shimla-2.
3. The All Pr. Secretaries/ Secretaries to the Govt.Himachal Pradesh Shimla-2.

4. The labour Commissioner H.P. Shimla-1. He is requested to circulate the notification amongst all concerned and also upload the same in the departmental website for Public domain.
5. The Director NIC, H.P. Secretariat, Shimla-2.
6. The Section Officer, LEP Section, H.P Secretariat, Shimla-2.

Deputy Secretary (Lab & Emp) to the
Government of Himachal Pradesh

**Government of Himachal Pradesh
Department of Horticulture**

No. HTC -B (15)17/2013

Dated, Shimla-2, the 28.02.2017

NOTIFICATION

In partial modification to this department's notification of even No. dated 08-02-2017, in exercise of the power conferred by session 3 of the Himachal Pradesh Public Service Guarantee Act, 2011. The Governor, Himachal Pradesh is pleased to appoint State Information Commissioner as Second Appellate Authority in place of Director of Horticulture, HP for the purpose of the Act *ibid*.

By Order

Jagdish Chander Sharma
Principal Secretary (Hort.) to the
Government of Himachal Pradesh

Endst. No. As above

Dated, Shimla-2 the 28-02-2016

Copy forward to:-

1. The Secretary, State Information Commission, H.P. Shimla-2
2. All deputy Commissioners, H.P.
3. The Secretary (AR) to the Govt. of Himachal Pradesh, Shimla-2
4. The Director of Horticulture, H.P. Shimla-2
5. All Addl./Joint/Deputy Directors of Horticulture.
6. The Controller, Printing & Stationary, Department, Shimla-3 for publication in Rajpatra.
7. Guard File.

(R.R. Patyal.)
Joint Secretary (Hort.) to the
Government of Himachal Pradesh.
Ph. No.0177-2622765

**Government of Himachal Pradesh
Department of Horticulture**

No.HTC-B(15)17/2013

Dated: Shimla-2, the

NOTIFICATION

In supersession of this department's Notification of even No. dated 23-07-2016 in exercise of the power conferred by section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011. The Governor, Himachal Pradesh is pleased to notify the services. Designated Officer, first appellate authority, second appellate authority and stipulated time limits pertaining to Horticulture Department for the purpose of Act ibid:

Sr. No	Services	Workflow	Officers concerned	Days	Designation of Designated Officer	Time limit for providing services	Designation of First appellate authority	Designation of second appellate authority
1	2	3	4	5	6	7	8	9
1	Grant of License for Registration/ Renewal of fruit nurseries under the Himachal Pradesh fruit Nursery Registration Act 1973	Scrutiny of application	Horticulture Development Officer Block	5	Senior Plant Protection Officer	45 Days after receipt of application complete in all respects in accordance with	Joint Director of Horticulture, Shimla	Director of Horticulture, Himachal Pradesh
		Spot Inspection and recommendation	Horticulture Development Officer Block/ Subject Matter	25				

			Specialist/Deputy Director of Horticulture					
		Issue of license	Subject Matter Specialist (nursery inspection & Certification) Competent Authority	30				
2	Advisory service on Plant Nutrition through Leaf Analysis	Scrutiny of application Sample Collection and forwarding to lab	Horticulture Development Officer Block/Subject Matter Specialist/ Deputy Director of Horticulture	15	i)Senior analytical Officer at Directorate level ii)Deputy Director of the Distt. Concerned	120 Days after receipt of sample form farmer	Joint Director of Horticulture, Himachal Pradesh	Director of Horticulture, Himachal Pradesh
		Sample Analysis and recommenda	Horticulture Development Officer/subj	90				

		tion	ect Matter Specialist (Plant Nutrition)					
3	Community Canning Service	Preparation of processed products	Subject Matter Specialist microbiologist & Quality Control)/Fruit Technologist.	20	Fruit Technologist	20 Days after receipt of raw material	Joint Director of Horticulture, Himachal Pradesh	Director of Horticulture, Himachal Pradesh
4	Grant of subsidy on inputs/ infrastructure created/ other horticulture activities under MIDH/RKVY/P MKSY	Scrutiny of application	Horticulture Development Officer / Subject Matter Specialist	5	Deputy Director Horticulture of concerned District	30 Days after satisfactory field verification of completion of approved work as per availability of the budget under the relevant of state Govt. /Central Govt.	Joint Director of Horticulture, (Externally aided projects). Shimla-2	Director of Horticulture, Himachal Pradesh, Shimla-2
		Spot Inspection and recommendation	Horticulture Development Officer/Subject Matter Specialist/D	25				

			eputy Director of Horticulture					
		Release of assistance to the applicant through NEFT/RTS	Deputy Director of Horticulture /Subject Matter specialist	30				

By Order

(Jagdish Chander Sharma)
Principal Secretary (Hort.) to the
Government of Himachal Pradesh,

Endst. No. As above

Copy forward to:-

- 1 The Secretary, State Information Commission, H.P. Shimla-2
- 2 All deputy Commissioners, H.P.
- 3 The Secretary (AR) to the Govt. of Himachal Pradesh, Shimla-2
- 4 The director of Horticulture, w.r.t. his letter No. 5-8/2014(G.G.) Udyan-IV dated 30th November, 2016.
- 5 All Addl./Joint/Deputy Directors of Horticulture.
- 6 The Controller, Printing & Stationary, Department, Shimla-3 for publication in Rajpatra.
- 7 Guard File.

(R.R. Patyal.)
Joint Secretary (Hort.) to the
Government of Himachal Pradesh.
Ph. No.0177-2622765

Frequently Asked Questions (FAQs)

1. What is the Himachal Pradesh Public Services Guarantee Act -2011?

- ☞ It is a bill passed by the Himachal Pradesh State Legislature in 16th November, 2011 to provide for the delivery of services to the people of the State of Himachal Pradesh within the stipulated time limit and for the matters connected therewith or incidental thereto.

2. When did the Himachal Pradesh Public Services Guarantee Act -2011 come into force?

- ☞ The Act came into force from 23rd September 2011

3. What does Service or public service mean?

- ☞ "Service" or "public service" means any service notified under section 3 of HPPSGA-2011.

4. How many services are notified under HPPSGA-2011?

- ☞ As on date, 94 services have been notified under the Act spread across 17 state Government departments. .

5. How can I apply for the services under Right to Services Act (RTSA)?

- ☞ Need to submit application to the designated officer by the person seeking the service in the prescribed application form.
- ☞ The documents needed for the service delivery should also be appended along with the application form. Application form and requisite documents for different notified services can be seen or downloaded from **Website: www.himachal.nic.in/ar**
- ☞ The designated officer shall provide service or reject the application within the given time limit.

6. Within what time should the service be provided?

- ☞ Different services have been notified to be delivered within stipulated time which has been indicated against list of services **pp.42-45.**

7. Who are the Designated Officers? What are their duties?

- ☞ Designated Officers are officers designated by the public authorities in all administrative units or offices under HPPSGA-2011 to provide service to the citizens requesting for service under the Act.
- ☞ The Designated Officer shall, on receipt of an application , provide service or

reject the application within the given time limit and in case of rejection of application, shall record the reasons in writing and intimate the same to the applicant

8. Who are the Appellate Authorities and what are their functions?

☞ Appellate Authority comes into action if the designated officer fails to provide the service within specified time. Appellate Authority may pass an order either accepting the appeal or directing the Designated Officer to provide service to the eligible person within such period as may be specified or reject the same in writing detailing the reasons for such rejection.

9. How do I know that my application has been accepted?

☞ The designated officer or the officer receiving the application on his behalf will give you acknowledgment which will contain your name, service sought and also stipulated time within which the service is to be delivered.

10. Can my application be rejected by designated officer?

☞ Yes, only in case your application is not accompanied by the requisite documents needed for this service delivery. The designated officer will mark the deficient documents in your application form and return your application back to you under his signature

11. Is Application under Right to Services Act (RTSA) free of Cost?

☞ Yes, making application under RTSA is free of cost. However, there may be facilitation charges which are prescribed by Government.

12. Is there any fee for making an appeal?

☞ No, there is no fee for making appeal to either the 1st appellate authority or 2nd appellate authority. The format for making an appeal/Revision can be seen or download from the **Website: www.himachal.nic.in/ar**.

13. Where can I complain in case my application is not accepted or the service delivery is deficient?

☞ You can make a complaint to the first appellate authority within period of one month of refusal of application or deficient service delivery as the case may be.

14. Can I suggest to **Department of Personnel (Administrative Reforms Organization)** some changes / modifications in the service delivery mechanism? May I also suggest some new services to be brought under HPPSGA-2011?

☞ Yes of course you may. Your suggestions will be put before the department and incase they are found to be practical in improving the service delivery system, these suggestions may be taken with the govt for making suitable modifications

in the existing system.

15. How can I contact to **Department of Administrative Reforms, GoHP** for making any suggestions?

☞ You may post your suggestions/Comments on the **Website:www.himachal.nic.in/ar** at FEEDBACK.

☞ You may also send an email to the arsecy-hp@nic.in.

☞ Smt. Urmil Krar Additional Secretary 2622187