

Urgent

No Per(AR) B (15)-1/2012  
 Government of Himachal Pradesh  
 Administrative Reforms Organization

From

The Secretary (AR) to the  
 Government of Himachal Pradesh

To

1. ACS/Pr. Secretary/Secretary ( ) to the  
 Government of Himachal Pradesh.
2. All the Deputy Commissioner in Himachal Pradesh ( )

Dated: Shimla-02, the 12 June, 2019

**Subject:- Minutes/points discussed in the Workshop on Public Service  
 Guarantee Act/Rules, 2011 held on 15-05-2019 at 10:30 AM.**

Sir/Madam,

I am directed to enclose herewith minutes/ points discussed in the workshop on Public Service Guarantee Act/Rules, 2011 held on 15-05-2019 at 10:30 AM in the **Committee Room, Armsdale Building 6th floor, HP Secretariat** under the Chairmanship of the Secretary (AR) to the Govt of H.P for information and taking further necessary action thereon.

You are requested that action taken report may kindly be sent to this department at the earliest so that same could be placed in forthcoming COS meeting.

Yours faithfully,



(Rajesh Sharma)

Deputy Secretary (AR) to the  
 Government of Himachal Pradesh

Phone No. 0177-2628480

Shimla- 171002, Dated: 12 June, 2019

Endst. No. as above

Copy for information &amp; necessary action to:

1. Sh. Krishan Kumar, Secretary (State Information Commission), Khalini, Shimla-2
2. Sh. Anil Semwal, Joint Director (Information Technology), Shimla-9
3. Sh. P.K. Taak, Deputy Secretary (Revenue) to the GoHP, HP Secretariat, Shimla-2
4. Sh. Sanjay Sharma, Dy Director (Industries), Udyog Bhawan, Shimla-1
5. Sh. R.S. Kapoor, Associate Professor (HIPA), Fairlawns, Shimla-12.
6. Sh. N.P.Gupta, Deputy Chief Engineer (HPSEBL), Vidyut Bhawan, Shimla-5
7. Sh. Rakesh Sood, APCCF (Admn), Talland, Shimla-1
8. Dr. Abira Basu, Deputy Director, HP Judicial Academy, Ghandal, Shimla.
9. Sh. S.K. Rangra, Addl. Registrar (Cooperation), Shimla-9
10. Sh. Raman Meena, SP CID (Crime), Police Headquarter, Nigam Vihar, Shimla--2
11. Sh. Kewal Sharma, Addl. Director (Panchayati Raj), Shimla-9
12. Sh. Sachin Kanwal, Addl. Director (Rural Development), Shimla-9
13. Sh. D.C.Thakur, Distt Revenue Officer Kangra, Distt. Kangra.
14. Sh. Hemis Negi, Addl. Commissioner Transport, Shimla-4

Cont..next page-

15. Sh. Ajeet Kumar, Sr. Environment Engineer, Pollution Control Board, New Shimla-9
16. Sh. R.P.Sharma, Electrical Inspector, Electrical Inspectorate, Shimla-9
17. Sh. Raj Kumar, Executive Engineer (HIMUDA), HP Housing & UD Authority, Shimla
18. Sh. K.C.Gaud, Joint Director (Urban Development), Talland, Shimla-1
19. Sh. Suresh Kefta (SVO), Directorate of Animal Husbandry, Shimla-5
20. Dr. Nitika Thakur (Vety Officer), C.V.D. Tepra, Namhol Bilaspur-174032
21. Dr. Munshi Kapoor, Asstt. Director (AH) O/O Dy. Director Animal Husbandry, Chamba.
22. Dr. A.R.S. Katwal (SVO), Sub Divisional Veterinary Hospital Paprola-176115
23. Sh. Sanjay Sehgal, SO-cum-Asstt. Registrar (State Information Commission) Shimla-2
24. Sh. Chaman Lal, Joint Secretary (HP Board of School Education), Dharmshala, Kangra.
25. Sh. Jitender Kumar, e-District Project Manager (Information Technology), Shimla-9
26. Sh. T.S.Negi, Joint Director (Industries), Udyog Bhawan, Shimla-1
27. Sh. Chandan Parmar, Dy Manager (Information Technology), DIT, Mehli, Shimla.
28. Sh. Sushil Justa, Superintendent Engineer (I&PH), U.S.Club, Shimla-1
29. Sh. Chatter Singh, Superintendent Engineer (I&PH), Mandi Zone, Distt. Mandi.
30. Sh. Karam Chand Nanta ,Asstt. Town Planner (Town & Country Planning), Shimla-9
31. Sh. Pratap Negi, Dy Director, SC , OBC Minority Affairs, Shimla-9
32. Sh. Ravinder Thakur, Deputy Director (Food, Civil Supply & CA), Shimla-9
33. Dr. Bhanu Neopaney, Pr. Sci. Officer (En. Science & Technology), Shimla-1
34. Dr. Suresh Dhiman, Asstt. Director, Directorate of Animal Husbandry, Shimla-5
35. Sh. Sandeep Sharma, Asstt. Engineer (HPSEBL), Vidyut Bhawan, Shimla-5
36. Dr. Vinay Sharma, Asstt. Director, Directorate of Animal Husbandry, Shimla-5
37. Dr. Paramjeet Singh Negi, Dy. Director, Directorate of Animal Husbandry, Shimla-5
38. Er. Suresh Mahajan, Superintendent Engineer (D), I&PH, Dharamshala
39. Dr. Sunder Sharma, Deputy Director (Tech), Ayurved Bhawan, Shimla-9
40. Dr. Ganesh, (SVO), Sub Divisional Veterinary Hospital Anni, Distt. Kullu.
41. Sh. Vikrant Chandel, Sr. Project Consultant, Udyog Bhawan, Shimla-1
42. Sh. Daulat Ram Raju, Joint Director, Agriculture Department, Shimla-5
43. Ms Sanjana Sharma, AC to DC Hamirupur, Distt. Hamirupur
44. Sh. Vidya Sagar Sharma, Deputy Director, Horticulture Department, Navbahar, Shimla-2
45. Sh. Mahesh Kumar Sharma, DFO/FPO, Fire Headquarter Shimla-2
46. Sh. Rashid Mohamad, Programmer, Department of Industries (Udyog Bhawan), Shimla-1
47. Sh. Jatinder Bindra, Labour Officer Solan, Distt. Solan
48. Sh. Panna Lal Sharma, DPRO, HIMURJA, Shimla-9
49. Sh. Partap Verma, Labour Officer Shimla, Distt. Shimla-1
50. Sh. Ajay Sharma, Superintendent Engineer (Works) HPPWD, Nigam Vihar Shimla-2
51. Sh. Vijay Kumar Chaudhary, Dy.Controller, Printing & Stationary Department Shimla-5
52. Dr. Rajan Uppal, Dy. Director, Directorate of Health Services, Shimla-9
53. Sh. Raman Joshi, Superintendent, Directorate of Health Services, Shimla-9
54. Dr. B.M.Gupta, Joint Director, Directorate of Health Services, Shimla-9
55. Sh. Rajeev Sharma, System Analyst, State Information Commission, Shimla-2
56. Sh. D.P. Sharma, Superintendent, Directorate of Urban Development, Shimla-1

  
Deputy Secretary (AR) to the  
Government of Himachal Pradesh

**Points discussed in the workshop on Public Service Guarantee Act/Rules, 2011 on 15-05-2019 at 10:30 AM in the Committee Room, HP Secretariat with PSG Nodal Officers.**

- 1. In compliance with the decisions of the meetings of 1st COS, dated 02-03-2019 and 2nd COS, dated 02-04-2019 a workshop on Public Service Guarantee Act/Rules for the PSG Nodal Officers was organized on 15-05-2019 at 10:30 AM, in Committee Room of Armsdale building H.P Secretariat, presided by Dr. Purnima Chauhan, Secretary (AR) to the Govt of HP.

Workshop Participation

- 2. Total 59 participants (PSG Nodal Officers/designated Officers) participated in the meeting. All 27 departments participated in the workshop. Nodal Officers from Hamirpur & Kangra districts participate, whereas Nodal Officers from other districts could not participate being deployed in parliamentary election, 2019. (list of participants at Annexure-'A')

Workshop Agenda

- 3. Total 10 sessions were held covering diverse concerns of PSG: (a) introduction & background (b) distinguishing citizen charter & PSG (c) PSG Compendium (d) Online PSG services (e) e-distt services (f) supply & demand side of PSG (g) PSG in mission mode 'Ease of doing Business' (h) PSG landmark decisions of HP SIC (i) provisions of PSG Act/Rules, 2011 and 188 time bound services notified by 27 deptts and (j) services by HPSEBL under regulatory regime as per electricity act, 2003, presented by various departmental stakeholder to clarify the PSG nature, scope & future roadmap.

Scope of PSG

- 4. Dr. Purnima Chauhan, Secretary (AR) to the GoHP informed that 188 time bound Services have been notified by 27 deptts, delivered by 12583 designated Officers and monitored by 57 Nodal Officers at State and District level. Many other deptts have also been asked to identify and notify more services under this Act, consequently 2 departments NES and the Food & Civil Supply deptts are in process of notifying their services under this Act.

Citizen Charter in PSG

- 5. PSG Nodal Officers and training providers were trained to distinguish between Citizen Charter and PSG. Default on the latter by a public servant invokes penalties under HP Public Service Guarantee Act & Rules, 2011 ranging from Rs. 1000-5000, while Citizen Charter has no force of law and all deptts should replace it with PSG notifications.

127

### Online PSG Services

6. Joint Director (IT) & Dy Secretary (Revenue) informed that 73 online PSG services are being provided online to citizens with 8 online portals including 19 services of Revenue, UD & RD departments through e-distt online portal. He assured that data on departments where services are not being given within prescribed timelines will be shared with AR department for taking further action.

### PSG in Mission Mode

7. Dy Director (Inds) informed that 40 Ease of Doing Business (EoDB) services have been notified using PSG as Mission Mode to facilitate the categories of investors and build their confidence through timely service delivery. Also services for specially abled persons, women & senior citizens have been planned by AR to be delivered to these categories as a PSG package in mission mode.

### PSG & SIC

8. Sh. Krishan Kumar, Secretary (SIC) informed that SIC being 2nd Appellate Authority in PSG Act has imposed penalties on defaulting officers/officials. These cases are reported in PSG Compendium available on AR website.

### Suggestions and decisions taken:

#### PSG issues:

- (a) Hospitals under Health deptt will notify the services under PSG which are already being given by deptt i.e. birth certificate.
- (b) RD will conduct sample study from 1st January to 31 March to confirm whether critical PSG notified services are given as per timelines to the citizens.
- (c) Within 10 days departments will give cascading training plans with timelines to cover training all their designated & nodal PSG authorities by July 31, 2019.
- (d) Defaults by departments in rendering PSG services will be shared by IT deptt with AR deptt so that corrective actions is initiated.
- (e) DLM & PSG: Digital Literacy Mapping (DLM) of all designated authorities at the cutting edge of service delivery e.g. Patwaris and Panchayat Secretaries, must be done by HIPA. This will enable efficient online PSG service delivery to citizens by them. Patwaris are being given laptops as a pilot project in Shimla & Hamirpur Distt.
- (f) The HIPA training design on PSG should shift focus on the services notified and the regulatory compliance needed by designated authorities rather than imparting training on citizen charter & sevottam that has now been replaced by PSG statute. RTI sections that can help enforce PSG should be included in regular training schedule of HIPA.

- (g) QR coding of PSG services is being done under CSR at 6000 points in the State for strengthening the Citizen awareness & demand side of PSG in the interest of citizens. Roadmaps to come from Innobles.
- (h) PSG Dashboard on AR website to link with & track compliance of EoDB services delivery will be developed by E&Y.
- (i) 2500 Lok Mitra Kendras can be used by citizens to access PSG services online.

RTI issues:

- (j) Many of the departments are sending those employees to HIPA for PSG/RTI training who are not directly dealing/associated to it. So every departments must ensure that all PSG & RTI Nodal Officers/designated authorities/PIOs are trained first so that supply side of PSG & backend process reengineering to ensure efficient service delivery is taught.
- (k) Many of the department have not appointed RTI Nodal Officers as yet despite provision in RTI Act/Rules. As such, every deptt must nominate Nodal Officers in respect of their deptt
- (l) Technical Edu. Dept has appointed only 1 RTI PIO but perhaps needs to re-assess the need for more PIOs
- (m) Sh. R. S. Kapoor, HIPA informed that Some departments like Panchayati Raj have opened their own head of account for RTI receipts. This practice is in violation of Rule 5(3) of RTI Rules, 2006.