

**CHANDIGARH ADMINISTRATION
DEPARTMENT OF PERSONNEL**

NOTIFICATION

Dated: 08/10/2020

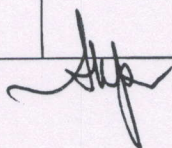
No. 28/67/1-IH (11)-2020/ 10872

In supersession of Notification No. 28/67/1-IH(11)-2019/14032, dated 13.09.2019, and in exercise of the powers conferred under Section 3 of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to the Union Territory of Chandigarh vide Government of India, Ministry of Home Affairs, New Delhi Notification No. G.S.R. 1015(E) dated 14.08.2017, the Administrator, Union Territory of Chandigarh is pleased to notify the public services, designated officers, first appellate authorities, second appellate authorities and the stipulated time limits, for the purposes of this Act, as detailed below:

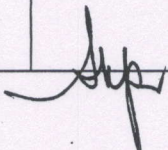
Sr. No	Name of the Department/ Office/Wing	Name of the Service	Stipulated time limit (Working Days/Hours/Minutes)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks, If any
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
(1) DC OFFICE							
1.	MA (Miscellaneous Assistant) Branch	Grant of event permission for Road Show, ShobhaYatra, Nagar Kirtan, Trade Fair Exhibition, etc	25 days (a) A letter will be sent to the concerned Deptt like SSP (L&O), SSP (T&S), Chief Fire Officer, M.C Office, Chandigarh etc. for obtaining NOC/Report: within 03 days (b) The SSP (L&O), SSP (T&S), Chief Fire Officer, M.C Office, Deptt shall send the NQC/Report to the C/o DC: within 15 days (c) O/o D.C shall Grant Permission: within 07 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner	
2.	-do-	Countersignatures on documents	10 days (a) A letter will be sent to the concerned authorities like Birth & Death Department, Registrar Marriages etc. for sending genuineness report: within 03 days (b) Documents will be countersigned: within 07 days	-do-	-do-	-do-	
3.	STA (Stamp Assistant) Branch	Refund of Non-Judicial Stamp Papers/ Court Fee orders	(40 days) (a) An application for refund will be sent to Tehsildar (R) for verification: within 05 days (b) Tehsildar (R) will submit the verification report: within 30 days (c) Payment will be made to the applicant: within 05 days	-do-	-do-	-do-	
4.	STA (Stamp Assistant) Branch	Refund of Treasury Challans	(55 days) (a) An application for refund will be sent to Tehsildar (R) for verification: within 05 days (b) Tehsildar (R) will submit the verification report: within 30 days (c) Payment will be made to the applicant: within 20 days	Superintendent	Deputy Commissioner -cum- Collector, U.T, Chandigarh (Revenue)	Commissioner Chandigarh Division Chandigarh (Revenue)	
5.	-do-	Certified copies of Record	15 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner	

6.	RIA (Receipt & Issue Assistant) Branch	Registration of Partnership Firm	<u>40 days</u> (a) A letter will be sent to the concerned Deptt like SSP (L&O), SSP (T&S), for obtaining NOC/Report: within 05 days (b) The SSP (L&O), SSP (T&S), Deptt shall send the NOC/Report to the O/o DC: within 15 days (c) O/o D.C shall issue Certificate of Registration of Partnership Firm: within 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner	
7.	-do-	Registration of Welfare Society	<u>40 days</u> (a) A letter will be sent to the concerned Deptt like SSP (L&O), SSP (T&S), for obtaining NOC/Report within 05 days (b) The SSP (L&O), SSP (T&S), Deptt shall send the NOC/Report to the O/o DC: within 15 days (c) O/o D.C shall issue Certificate of Registration of Welfare Society: within 20 days	-do-	-do-	-do-	
8.	-do-	Private Security Agency License	<u>50 days</u> (a) A letter will be sent to the concerned Deptt like SSP (L&O), SSP (T&S), for obtaining NOC/Report: within 05 days (b) The SSP (L&O), SSP (T&S), Deptt shall send the NOC/Report to the O/o DC: within 15 days (c) O/o D.C shall issue certificate of Private Security Agency License: within 30 days	Additional Deputy Commissioner	Deputy Commissioner	Home Secretary	
9.	RIA (Receipt & Issue Assistant) Branch	MPKBY Agency	<u>40 days</u> (a) A letter will be sent to the concerned Deptt like SSP (L&O), SSP (T&S), for obtaining NOC/Report: within 05 days (b) The SSP (L&O), SSP (T&S), Deptt shall send the NOC/Report to the O/o DC: within 15 days (c) O/o D.C shall issue Certificate of MPKBY Agency :within 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner	
10.	-do-	SAS Agency	<u>40 days</u> (a) A letter will be sent to the concerned Deptt like SSP (L&O), SSP (T&S), for obtaining NOC/Report: within 05 days (b) The SSP (L&O), SSP (T&S), Deptt shall send the NOC/Report to the O/o DC: within 15 days (c) O/o D.C shall issue Certificate of SAS Agency: within 20 days	-do-	-do-	-do-	
11.	Revenue Branch	Certified copies of all manual documents at village level if the number of pages is less than 05	3 days	Patwari	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/SDM concerned	

12.	-do-	All types of verifications to be done by revenue officials like Patwari/ Kanungo/ Tehsildar etc.	30 days	Patwari	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/SDM concerned	
13.	-do-	Certified copies of all manual documents at village level if number of pages is 6-14	5 days	-do-	-do-	-do-	
14.	-do-	Certified copies of all manual documents at village level if number of pages is 15-30	7 Days	-do-	-do-	-do-	
15.	-do-	Certified copies of all manual documents at village level if the number of pages is more than 30	15 days	-do-	-do-	-do-	
16.	-do-	Private Partition of Land (mutual consent of land-owners)	90 days for partition (finalization at the time of attestation of mutation)	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/SDM concerned	Collector	
17.	-do-	Demarcation of Land (mutual consent of landowners)	60 days 45 days : where police help is required (subject to availability of police force)	Circle Kanungo	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 st Grade/SDM concerned	
18.	Revenue Branch	Residence certificate	45 days	Tehsildar (Revenue)	Additional Deputy Commissioner	Deputy Commissioner	
19.	-do-	Late Entry orders of Birth & Death	60 days	-do-	-do-	Deputy Commissioner Subject to receiving report/ verification from MOH/ Hospital	
20.	Certificate Branch of SDM Office	Issuance of SC certificate (Bonafide)	40 days (a) A letter will be sent to the area Patwari/Tehsildar (Revenue) for verification: within 05 days (b) Tehsildar (R) will submit the verification report: within 30 days (c) Certificate will be issued: within 05 days	SDA (Sub Divisional Assistant) of the area concerned	SDM of the area concerned	Deputy Commissioner	
21.	-do-	Issuance of SC certificate (Migration)	a) A letter will be sent to the concerned authorities in the State of origin for the genuineness/ verification report: within 05 days b) After receipt of genuineness/ verification report from the State of origin, the certificate will be issued: within 05 days	-do-	-do-	-do-	In case of non-receipt of verification report within 30 days, a reminder shall be issued
22.	-do-	Issuance of OBC certificate (Bonafide)	40 days (a) A letter will be sent to the area Patwari/Tehsildar (Revenue) for verification: within 05 days (b) Tehsildar (R) will submit the verification report: within 30 days	-do-	-do-	-do-	

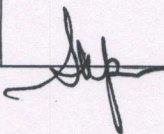


			(c) Certificate will be issued: within 05 days				
23.	-do-	Issuance of OBC certificate (Migration)	<p>a) A letter will be sent to the concerned authorities in the State of origin for the genuineness/ verification report: within 05 days</p> <p>b) After receipt of genuineness/ verification report from the State of origin, the certificate will be issued: within 05 days</p>	SDA (Sub Divisional Assistant) of the area concerned	SDM of the area concerned	Deputy Commissioner	In case of non-receipt of verification report within 30 days, a reminder shall be issued
24.	-do-	Issuance of Minority certificate	<p><u>40 days</u></p> <p>(a) A letter will be sent to the area Patwari/Tehsildar (Revenue) for verification: within 05 days</p> <p>(b) Tehsildar (R) will submit the verification report: within 30 days</p> <p>(c) Certificate will be issued: within 05 days</p>	SDA of SDM (Central)	SDM (Central)	-do-	
25.	Certificate Branch of SDM Office	Issuance of Nationality certificate	<p><u>40 days</u></p> <p>(a) A letter will be sent to the concerned Police authority and the area Patwari/Tehsildar (Revenue) for verification report: within 05 days</p> <p>(b) The Police authorities and the area Patwari/Tehsildar (Revenue) will send the verification report: within 30 days</p> <p>(c) Certificate will be issued: within 05 days</p>	SDA of SDM (Central)	SDM (Central)	Deputy Commissioner	
26.	-do-	Registration of Birth Certificate in adoption cases	<p><u>40 days</u></p> <p>(a) A letter will be sent to the concerned Medical Superintendent for assessment of age of child: within 05 days</p> <p>(b) The Medical Superintendent will assess the age of the child and inform the same to the office of the concerned SDM: within 30 days</p> <p>(c) Certificate will be issued: within 05 days</p>	SDA of the area concerned	SDM of the area concerned	-do-	
27.	-do-	Change of parents' name in the Birth Certificate in adoption cases	<p><u>25 days</u></p> <p>(a) A letter will be sent to the concerned Sub Registrar for verification report: within 05 days</p> <p>(b) The Sub Registrar will send the verification report: within 15 days</p> <p>(c) Certificate will be issued: within 05 days</p>	-do-	-do-	-do-	
28.	-do-	Permanent Residence certificate	<p><u>40 days</u></p> <p>(a) A letter will be sent to the area Patwari/Tehsildar (Revenue) for verification: within 05 days</p> <p>(b) Tehsildar (R) will submit the verification report: within 30 days</p> <p>(c) Certificate will be issued: within 05 days</p>	-do-	-do-	-do-	



29.	-do-	Issuance of Late Birth entry Orders	<p>40 days</p> <p>(a) A letter will be sent to the Medical Officer of Health/the Hospital where the birth relates with, and the area Patwari/Tehsildar (Revenue) for verification report: within 05 days</p> <p>(b) Medical Officer of Health/the Hospital where the birth relates with, and the area Patwari/Tehsildar (Revenue) shall send the verification report: within 30 days</p> <p>(c) Certificate will be issued: within 05 days</p>	SDA of the area concerned	SDM of the area concerned	Deputy Commissioner	
30.	Certificate Branch of SDM Office	Issuance of Late Death entry Orders	<p>40 days</p> <p>(a) A letter will be sent to the Medical Officer of Health/the Hospital where the death relates with, and the area Patwari/Tehsildar (Revenue) for verification report: within 05 days</p> <p>(b) Medical Officer of Health/the Hospital where the death relates with, and the area Patwari/Tehsildar (Revenue) shall send the verification report: within 30 days</p> <p>(c) Certificate will be issued within 05 days</p>	SDA of the area concerned	SDM of the area concerned	Deputy Commissioner	
31.	Arms Branch	New Arms License	<p>50 days</p> <p>(a) A letter will be sent to the Police Department for verification report: within 5 days</p> <p>(b) Police Department will send the verification report: within 15 days</p> <p>(c) License will be issued: within 30 days</p>	Superintendent	Additional District Magistrate	District Magistrate	The decision taken by the Deputy Commissioner shall be final and mere verification report made by the Police shall not make the applicant entitled to obtain an Arms Licence
32.	-do-	Area Extension of Arms License	<p>50 days</p> <p>(a) A letter will be sent to the Police Department for verification report: within 05 days</p> <p>(b) Police Department will send the verification report: within 15 days</p> <p>(c) Order of extension will be issued: within 30 day</p>	-do-	-do-	-do-	
33.	-do-	Arms License Renewal	<p>50 days</p> <p>(a) A letter will be sent to the Police Department for verification report: within 05 days</p> <p>(b) Police Department will send the verification report: within 15 days</p> <p>(c) Order of renewal will be issued: within 30 days</p>	-do-	-do-	-do-	Subject to deposit of all the requisite documents/ requisite fee
34.	Arms Branch	Registration of outside Arms License/ weapon(s)	<p>a) A letter will be sent to the concerned authorities in the concerned State for genuineness/ verification report: within 05 days</p>	Superintendent	Additional District Magistrate	District Magistrate	

			b) After receipt of genuineness/ verification report from the State of origin, the certificate will be issued: within 05 days				
35.	-do-	Permission to purchase weapon	30 days	Superintendent	Additional District Magistrate	District Magistrate	
36.	-do-	Entry of addition/ deletion of weapon	30 days	-do-	-do-	-do-	The days mentioned are just for recommending the case to Home Deptt/MHA (in case of PB License)
37.	-do-	NOC to Arms Dealer	25 days	-do-	-do-	-do-	Subject to deposit of all the requisite documents/fee
38.	-do-	Transport License to Arms Dealer	25 days	-do-	-do-	-do-	-do-
39.	-do-	Sale permission	30 days	-do-	-do-	-do-	30 days are just for recommending the case to Home Deptt/MHA (in case of Prohibited Bore), after completion of 45 days' notice, subject to deposit of all the requisite documents/ requisite fees
40.	-do-	Updation of all license related activities in NDAL-ALIS software	07 days after approval of case	-do-	-do-	-do-	Or as per file received
41.	Sub-Registrar	Registration of documents/ instruments under the Indian Registration Act, 1908	Within 15 days	Sub Registrar	Registrar	Inspector General of Registration	The matter for appointment of Officers under the said Act, needs to be dealt by the Establishment Branch of this office.
42.	-do-	Supply of certified copies of the documents registered under the Indian Registration Act, 1908	Within 15 days	-do-	-do-	-do-	-do-
43.	-do-	Issuance of order for refusal/deferment of registration, in case the impediment to registration is a mere informality or a defect capable of remedy	04 months or before the Document becomes time-barred	-do-	-do-	-do-	As per para 137 of the Punjab Registration Manual, 1929, in such cases, opportunity should be given to the parties to correct the flaw and no final order of refusal shall be made until the document becomes time



							barred. As per Section 23 of the IRA 1908, a document may be presented within four months from the day/date of its execution. Considering this Section 23 ibid, the word time-barred as mentioned in para 137 ibid, comes out to be 120 days
44.	Sub-Registrar	Refusal/deferment of registration in case of deficiency of Stamp Duty	<p>20 days</p> <p>(a) Document shall be referred to the Collector for determination of deficient amount in Stamp Duty as per section 47 A of the I.S.A.: within 05 days</p> <p>(b) Document with regard to deposit of requisite/deficient amount of Stamp Duty by the party shall be released: within 15 days</p>	Sub Registrar	Registrar	Inspector General of Registration	
45.	Marriage Branch	Registration of Marriage within 90 days under Chandigarh Compulsory Registration of Marriage Act, 2012	<p>08 days</p> <p>(a) <u>Processing:</u> If the uploaded file is complete in all respects for locking: within 01 day</p> <p>(b) Certificate will be issued: within 07 days</p>	Registrar of Marriages	Additional Deputy Commissioner	Deputy Commissioner-cum-District Registrar Marriages	Subject to satisfaction of the Registrar of Marriages & Verification received from Police Department and other external agencies, if required
46.	-do-	Registration of Marriage after 90 days under Chandigarh Compulsory Registration of Marriage Act, 2012	<p>46 days</p> <p>(a) <u>Processing:</u> If the uploaded file is complete in all respects for locking: within 01 day</p> <p>(b) Certificate will be issued: within 45 days</p>	-do-	-do-	-do-	Subject to satisfaction of the Registrar of Marriages and District/Chief Registrar of Marriages & Verification received from Police Department and other external agencies, if required
47	-do-	Verification of Marriage Certificate	30 days	-do-	-do-	-do-	Subject to the condition that number and date of Registration of Marriage is provided by the concerned department/ agency/ applicant
48	-do-	Issuance of Certified copies of Marriage Registration Certificate	30 days	-do-	-do-	-do-	Subject to the condition that Marriage Registration number and date is provided by the applicant
49	-do-	Correction in	30 days	-do-	-do-	-do-	

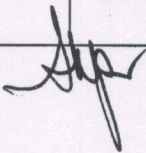
		Marriage Certificate					
(2)	ESTATE OFFICE						
50	Estate Office	No Objection Certificate (NOC) for sale/gift/transfer of lease rights (uncontested)	50 days*	Assistant Estate Officer	Estate Officer	Secretary Estate	* should be deemed to be extended for another 60 days in case any objection is received at any stage or a court case is involved.
51	-do-	Change of ownership /lease-hold rights on the basis of Sale deed/Gift deed/ transfer of lease rights (uncontested)	30 days*	-do-	-do-	-do-	
52	-do-	Transfer on any basis e.g. intestate death/ registered/un-registered Will/Court Decree/family settlement, etc. where issuance of Public Notice is required (uncontested).	40 days*	-do-	-do-	-do-	
		Change of Ownership on any basis e.g. intestate death registered/un-registered Will/Court Decree/family settlement etc. on application after Public Notice (uncontested).	20 days*				
53	-do-	Permission to Mortgage	35 days	-do-	-do-	-do-	
54	-do-	Grant of extension in time limit for construction	35 days	-do-	-do-	-do-	
55	-do-	Calculation and intimation of pending dues	35 days	Branch Incharge	Asstt. Estate Officer	Estate Officer	
56	-do-	Issuance of No Dues Certificate (NDC) after depositing the dues, if any	15 days	-do-	-do-	-do-	
57	-do-	Execution of lease deed/conveyance deed after issuance of allotment letter	30 days	Assistant Estate Officer	Estate Officer	Secretary Estate	
58	-do-	Issuance of Receipt after depositing of demand draft	15 days	Branch Incharge	Asstt. Estate Officer	Estate Officer	
59	-do-	Issuance of Allotment letter after payment of full consideration money	20 days	Estate Officer	Secretary Estate	Adviser to the Administrator	
60	Estate Office	Offer of Possession after execution of conveyance deed/lease deed	07 days	Assistant Estate Officer	Estate Officer	Secretary Estate	
61	-do-	Conversion from lease hold to free hold	35 days	-do-	-do-	-do-	

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62-	-do-	Issuance of duplicate copies, (such as allotment letter, possession slip/physical possession form)	20 days	Branch Incharge	Asstt. Estate Officer	Estate Officer	
63	-do-	Verification of fresh and revised building plans (under self-certification)	30 days	SDO(B)	-do-	-do-	
64	-do-	Sanction of fresh and revised building plans for Institutional building, Commercial building, petrol pumps and residential building above 2 Kanal as approved by PAC (U)	45 days	Estate Officer	Secretary Estate	Adviser to the Administrator	
65	-do-	Grant of Plinth/ DPC level	20 days	SDO (B)	Assistant Estate Officer	Estate Officer	
66	-do-	Grant of Occupation Certificate upto 2 Kanal (Residential, Institutional and Commercial buildings)	45 days	Estate Officer	Secretary Estate	Adviser to the Administrator	
67	-do-	Grant of Occupation Certificate above 2 Kanal (Residential, Industrial & Institutional Buildings). Petrol pumps approved by PAC(U) Committee	60 days	-do-	-do-	-do-	

(3) REGISTERING & LICENSING AUTHORITY

68	Registering & Licensing Authority	Issuance of Learner License	01 day	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport	
69	-do-	Issuance of a new Driving License	10 days	-do-	-do-	-do-	
70	-do-	Addition of another class of vehicle to Driving License	10 days	-do-	-do-	-do-	
71	Registering & Licensing Authority	Renewal of Driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport	
72	-do-	Issuance of Duplicate Driving License	10 days	-do-	-do-	-do-	
73	-do-	Issuance of Conductor License	10 days	-do-	-do-	-do-	
74	-do-	Renewal of Driving License of other state	10 days	-do-	-do-	-do-	



75	-do-	Issuance of International Driving Permit (IDP)	03 days	Officer Incharge (RLA)	Officer Incharge (RLA)	Secretary Transport	
76	-do-	Registration of a new vehicle	10 days (from the date of receiving of file of new registration of vehicle from the concerned dealer/agency)	Branch Incharge (Registration)	-do-	-do-	
77	-do-	Issuance of Duplicate RC	10 days	-do-	-do-	-do-	
78	-do-	Transfer of ownership of vehicle within state	10 days	-do-	-do-	-do-	
79	-do-	Transfer of ownership in case of death of owner	10 days	-do-	-do-	-do-	
80	-do-	Change of address in Registration Certificate (RC) of Vehicle within State	10 days	-do-	-do-	-do-	
81	-do-	Endorsement of Hypothecation from RC	10 days	-do-	-do-	-do-	
82	-do-	Termination of Hypothecation from RC	10 days	-do-	-do-	-do-	
83	-do-	Alteration in RC such as Engine/Chassis No./CNG kit No.	10 days	-do-	-do-	-do-	
84	-do-	Re-assignment of Registration Mark in case of Transfer from other State	10 days	-do-	-do-	-do-	
85	Registering & Licensing Authority	Renewal of Certificate of Registration of a Motor Vehicle (Non-Transport)	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport	
86	-do-	Issuance of NOC to other State	03 days	-do-	-do-	-do-	
(4) MUNICIPAL CORPORATION							
87	Engineering - Building and Road	Rectification of potholes/ patch work	05 days	S.D.E. (B&R) of the area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.	
88	-do-	Cleaning of back service lanes	12 days	-do-	-do-	-do-	
89	-do-	Removal of unidentified debris (malba) from MC land	07 days	-do-	-do-	-do-	
90	-do-	Other misc. complaints such as setting right of kerbs/channels, paver blocks, cleaning of road-berms /kerbs/	10 days	J.E.(B&R) of the area concerned	-do-	-do-	

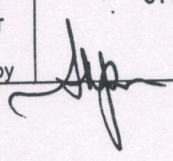
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		channels etc					
91	-do-	Road cut permission upto Rs.10000/-	07 days	E.E.(B&R/PH) of the Area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.	
92	-do-	Road cut permission more than Rs.10000/-	20 days	-do-	-do-	-do-	
93	Engineering-Horticulture	Pruning of trees(Under 30 cm girth)	06 days	S.D.E.(Hort.)of the area concerned	E.E(Hort)	S.E.(B&R)	
94	-do-	Pruning of trees(More than 30 cm girth)	45 days	-do-	-do-	-do-	
95	-do-	Removal of dead/dangerous/over grown fallen trees	01 days	-do-	-do-	-do-	
96	Engineering - Electrical	Fault in street light/park lights/Individual pole street light	03 days	S.D.E.(Electrical) of the area concerned	E.E.(Elec)	-do-	
97	-do-	Replacement of damaged pole	20 days	-do-	-do-	-do-	
98	-do-	Replacement of damaged bollards and globe lights	10 days	-do-	-do-	-do-	
99	Engineering - Public Health	Issuance of Temporary Water Connection	05 days	E.E (PH)of the area concerned	S.E (PH)	Chief Engineer, MC, Chd	
100	-do-	Issuance of Regular Water Connection (Upto 15 mm ferrule size)	05 days	S.D.E (PH) of the area concerned	E.E(PH-2)	SE (PH)	
101	-do-	Issuance of Regular Water Connection (20mm to 40mm ferrule size)	05 days	E.E(PH-2)	S.E(PH)	Chief Engineer, MC, Chd	
102	-do-	Issuance of Regular Water Connection (above 40mm ferrule size)	05 days	S.E (PH)	Chief Engineer	Commissioner, MC, Chd	
103	-do-	Issuance of Tertiary Treated Water Connection	10 days	S.D.E (PH) of the area concerned	E.E(PH-2)	SE (PH)	
104	-do-	Conversion from Commercial Water Tariff to Domestic Water Tariff	15 days	E.E(PH-2)	SE (PH)	Chief Engineer, MC, Chd	
105	-do-	Temporary/ Permanent Disconnection of Water Meter	03 days	S.D.E (PH) of the area concerned	E.E(PH-2)	SE (PH)	
106	-do-	Change of Name for Water Connection	03 days	-do-	-do-	-do-	
107	-do-	Testing of Meter (Fast or Slow)	15 days	-do-	-do-	-do-	
108	-do-	Checking of Blocked/Leakage of Water Meter	02 days	-do-	-do-	-do-	
109	-do-	Refund of Water Meter Security	30 days	E.E(PH-2)	S.E (PH)	Chief Engineer, MC, Chd	
110	-do-	Issuance of Plinth Level Certificate	10 days	-do-	-do-	-do-	
111	-do-	Checking/ Challenge of Meter Reading Bill	03 days	S.D.E (PH) of the area concerned	E.E(PH-2)	SE (PH)	

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112	-do-	Issuance of new connection for shallow water Tube well connection for non-potable purposes	30 days	Chief Engineer	C.M.C	Secretary Local Govt. Chd. Admn.	
113	-do-	Resolution of Complaint of low pressure due to leakage in the service pipe/blockage from ferrule	07 days	J.E. (PH) of the area concerned	E.E.(P.H) of the concerned area	SE (PH)	
114	-do-	Complaints about muddy /contaminated water	02 days	E.E.(PH) of the area concerned	S.E.(P.H.)	Chief Engineer, MC, Chd	
115	Engineering - Public Health	Issuance of new sewerage connection without road-cut permission	07 days	E.E.(PH) of the area concerned	S.E.(P.H.)	Chief Engineer, MC, Chd	
116	-do-	Issuance of new sewerage connection with road-cut permission	28 days	-do-	-do-	-do-	
117	-do-	Supply of water tanker	01 day	S.D.E (PH) of the Concerned area	-do-	-do-	
118	-do-	Resolving Blockage/overflowing sewer line	03 days	J.E. (PH) of the Concerned area	-do-	-do-	
119	-do-	Repair of damaged sewer line	08 days	S.D.E. (PH) of the Concerned area	-do-	-do-	
120	-do-	Removal of blockage in storm water drainage system	02 days	J.E.(PH) of the Concerned area	-do-	-do-	
121	-do-	Repair of storm water drains/replace ment of broken/missing road gullies and manhole covers	05 days	J.E./S.D.E. (PH) of the Concerned area	-do-	-do-	
122	MOH (Medical Officer Health)	Issue of Birth Certificate	07 days	Registrar (B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	
123	-do-	Issue of Death Certificate	07 days	-do-	-do-	-do-	
124	-do-	Addition of name of child	10 days	-do-	-do-	-do-	
125	-do-	Correction in Birth certificate	14 days	-do-	-do-	-do-	
126	-do-	Correction in Death Certificate	14 days	-do-	-do-	-do-	
127	-do-	Non-Availability certificate	30 days	-do-	-do-	-do-	
128	-do-	Cremation Certificate	10 days	-do-	-do-	-do-	
129	-do-	Permission for keeping Pets	03 days	SI(HQ)	-do-	-do-	
130	-do-	Permission for slaughter houses	16 days	Suptd. (Slaughter House)	-do-	-do-	
131	-do-	Clearing of Garbage from Bins	02 days	Sub-Inspector area concerned	-do-	-do-	
132	-do-	Sweeping of road	02 days	-do-	-do-	-do-	
133	Tax Branch Sub-Office Manimajra	Change of ownership/lease hold rights on the basis of	30 days	Suptd(MM)	Assistant Commissioner/ Joint Commissioner/	Commissioner	

		Sale Deed/Gift Deed/Transfer Deed/Exchange deed (Manimajra)			Additional Commissioner		
134	Tax Branch Sub-Office Manimajra	Change of ownership/lease hold rights on the basis Intestate death (Manimajra)	30 days after completion of all documents + 30 days extra for publication of public notice(total 60 days)	Suptd(MM)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
135	-do-	Change of ownership/lease hold rights on the basis of Regd./Un-Regd. Will (Manimajra)	30 days after completion of all documents + 30 days extra for publication of public notice(total 60 days)	-do-	-do-	-do-	
136	-do-	Change of ownership/lease hold rights on the basis of Court Decree/Family Settlement/Partition Deed (Manimajra)	30 days	-do-	-do-	-do-	
137	-do-	Conversion of property from residential to commercial (Manimajra)	30 days	-do-	-do-	-do-	
138	-do-	Allotment of New H.No./Shop No. (Manimajra)	30 days	-do-	-do-	-do-	
139	-do-	No Objection Certificate for Water/Electricity & Sewerage connections/ No Dues Certificate (Manimajra)	30 days	-do-	-do-	-do-	
140	-do-	Issuance of ownership certificate (Manimajra)	30 days	-do-	-do-	-do-	
141	Booking Branch	Permission to stack building material	01 day	OSD-II	-do-	-do-	
142	-do-	Booking of water tanker	01 day	-do-	-do-	-do-	
143	-do-	Booking of Community Centers /parks (upto Sector47)	01 day	-do-	-do-	-do-	
144	-do-	Booking of parks (Sector 47 onwards & villages)	01 day	-do-	-do-	-do-	
145	-do-	Booking of open spaces under the jurisdiction of MC, Chd	1 day	-do-	-do-	-do-	
146	Booking Branch	Refund cases of Community Centers /Parks/Open Space	25 days	OSD-II	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
147	-do-	Booking of ground for commercial purposes in Sector 17 circus ground, Sector 34 and Manimajra	03 days	-do-	-do-	-do-	
148	-do-	Permission for Advertisement	15 days	-do-	-do-	-do-	
149	Estates Branch	No Objection Certificate for transfer of lease rights by	31 days	SO (Estate) or AC(F&A)	-do-	-do-	



		way of sale/gift/family transfer deed/ exchange deed					
150	-do-	Change of ownership/transfer of leasehold rights by way of Sale/gift/ transfer deed/ exchange deed	28 days	SO (Estate) or AC(F&A)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
151	-do-	Transfer on the basis of Intestate death(with will/without will)/registered/ unregistered Will	31 days	-do-	-do-	-do-	
152	-do-	Permission to mortgage	21 days	-do-	-do-	-do-	
153	-do-	Issuance of No Dues Certificate	28 days	-do-	-do-	-do-	
154	-do-	Execution of lease deed/Deed of conveyance	21 days	-do-	-do-	-do-	
155	-do-	Transfer of property in case of Partnership Deed/ Dissolution Deed/Change of Directors in case of Private Limited Company.	31 days	-do-	-do-	-do-	
156	-do-	Transfer of property on the basis of court decree and Family settlement	31 days	-do-	-do-	-do-	
157	-do-	Conversion from lease hold to freehold	60 days	SO (Estate) or AC(F&A)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
158	Colony Branch	Supply of Duplicate Allotment letter/possessi on letter for EWS	05 days	Suptd (Colony)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
159	-do-	Transfer of ownership rights, if any in Death Cases in Respect of T-Sites in VikasNagar, Ma uliJagran& Sector 52-53	31 days	-do-	-do-	-do-	
160	-do-	Issuance of permission to mortgage T-Sites against Loan	21 days	-do-	-do-	-do-	
161	Licensing Branch	Issuance of New Registration Certificate/Ren ewal of Registration Certificate of Pedal Rickshaw/Load ing Rehri	10 days	Supdt (Licensing)	-do-	-do-	
162	-do-	Issuance/Rene wal of Driving License for Pedal Rickshaw/Load ing Rehri	10 days	-do-	-do-	-do-	

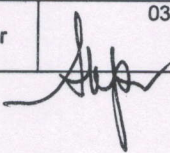
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163	-do-	Issuance of New License /Renewal of License for Dhobi Ghats	10 days	Supdt (Licensing)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	Commissioner	
164	-do-	Renewal of Rent Deed of Old Book Market	10 days	-do-	-do-	-do-	
165	-do-	Issuance/ Renewal of Hawkers/Hand Cart License	10 days	-do-	-do-	-do-	
166	-do-	Disposal of Traffic Challan of Pedal Rickshaw/ Rehri etc.	10 days	-do-	-do-	-do-	
167	-do-	Transfer of Licenses in Death Cases	20 days	-do-	-do-	-do-	
168	Tax Branch	NDC- Clearance Certificate	30 days	Assistant Collector Tax	Chief Accounts Officer	-do-	
169	Fire Branch	Fire rescue/ emergency call	At once/Immediate Action	Station Fire Officer	Chief Fire Officer	-do-	
170	-do-	Issuance of Fire incident/occurrence report	10 days	-do-	-do-	-do-	
171	-do-	Issuance of Fire Safety Certificate	30 days	-do-	-do-	-do-	
172	-do-	Approval of building plan/drawings	30 days	-do-	-do-	-do-	
173	Building Branch	Sanctioning of Building Plan	40 days	JE(Buld)	SDE(Buld)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner	
174	-do-	Issuance of D.P.C. Certificate	15 days	-do-	-do-	-do-	
175	-do-	Completion/ Occupation Certificate	15 days	-do-	-do-	-do-	
176	-do-	NOC for release of Electricity/Water/Sewerage connection	25 days	-do-	-do-	-do-	
177	-do-	Removal of Dead Animals	02 days	Concerned area Sanitary Inspector	MOH	-do-	
(5) CHANDIGARH HOUSING BOARD							
178	Chandigarh Housing Board	Issuance of No Objection Certificate for transfer of lease rights:- a) With Consideration b) Between husband and wife c) Within blood relation	20 days	Branch Head (AO)	Secretary	Chief Executive Officer	Excluding the period of public notice
179	-do-	Mutation of property on the basis of:- a) Sale Deed/Transfer Deed/Gift Deed etc. (for free hold properties only) b) Deed of transfer of lease hold rights (in	20 days	-do-	-do-	-do-	Excluding the period of public notice

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		case of lease hold properties)					
180	-do-	Transfer on the basis of: a) Intestate Demise b) Registered Will c) Probated Will	25 days	Branch Head (AO)	Secretary	Chief Executive Officer	Excluding the period of public notice
181	-do-	Issuance of duplicate copy of allotment letter, possession slip and physical possession form	30 days	-do-	-do-	-do-	Excluding the period of public notice
182	-do-	Conversion from lease hold to free hold in respect of dwelling units	30 days	-do-	-do-	-do-	
183	Chandigarh Housing Board	Issuance of Allotment letter alongwith physical possession	15 days	Branch Head (AO)	Secretary	Chief Executive Officer	
184	-do-	Issuance of No Dues Certificates	15 days	-do-	-do-	-do-	
185	-do-	Issuance of Lump sum payment certificate	15 days	-do-	-do-	-do-	
186	-do-	Issuance of Interest component certificate	15 days	-do-	-do-	-do-	
187	-do-	Issuance of permission for mortgage of residential and commercial properties of CHB	25 days	-do-	-do-	-do-	
188	-do-	Refund of Earnest money or other deposits made	30 days	-do-	-do-	-do-	AS per terms & conditions of the scheme
(6) HEALTH & FAMILY WELFARE							
189	Health & Family Welfare	Issue of Birth / Death Certificate	07 days	Sub Registrar Birth and Deaths	Registrar	Chief Registrar	
190	-do-	Addition of Child's Name	14 days	-do-	-do-	-do-	
191	-do-	Correction in Birth/Death Certificate	14 days	-do-	-do-	-do-	
192	-do-	Copy of Post Mortem Report(s)	03 days	Senior Medical Officer I/C Department of Emergency	Medical Supdt.	Director Health and Family Welfare	
193	-do-	Copy of Post Medico Legal Report(s)	07 days	-do-	-do-	DHS	
194	-do-	Thyroid Function Test Report(s) (ELISA)	02 days	Incharge of the Section and Incharge Laboratory	-do-	DH&FW	
195	Laboratory	Biochemistry Section Test Report(s)	01 day	-do-	-do-	-do-	OPD samples indoor/ Emergency Samples

196	-do-	Hematology Section- Test Report(s)	01 day	Incharge of the Section and Incharge Laboratory	Medical Supdt.	Director Health and Family Welfare	OPD/Indoor samples
197	-do-	Bone Marrow Aspiration and Cytology Test Report(s)	02 days	-do-	-do-	-do-	
198	-do-	Microbiology Section Serology Test Report(s)	01 day	-do-	-do-	-do-	
199	-do-	Microbiology Section Culture Sensitivity Test Report(s)	03 days	In-charge of the Section	-do-	-do-	
200	Laboratory	Cytology Test Report(s)	01 day	In-charge of the Section	Medical Supdt.	DH&FW	
201	-do-	FNAC Test Report(s)	02 days	-do-	-do-	-do-	
202	Medical Supdt	Histopathology Test Report(s)	14 days	-do-	-do-	-do-	
203	-do-	Routine/ Special Stain Test Report(s)	21 days	-do-	-do-	-do-	
204	-do-	All Emergency Test Report(s)	01 day	-do-	-do-	-do-	
205	-do-	Illness Fitness Certificate	01 day	Medical Supdt.	DHS	Principal Secretary / Secretary Health	
206	-do-	Certificate to Disabled Persons for Purchase of motor-vehicles	03 days	-do-	-do-	-do-	
207	-do-	Medical Certificate for Admission to Old Age Home	07 days	-do-	-do-	-do-	
208	-do-	Medical Certificate for Admission to Institute for the Blind	03 days	-do-	-do-	-do-	
209	-do-	Medical Certificate for availing concessions in Railways	03 days	-do-	-do-	-do-	
210	-do-	Medical Certificate for out-of-turn House allotment	07 days	-do-	-do-	-do-	
211	-do-	Medical Certificate to Disabled Persons for Registration with Employment Exchange	07 days	-do-	-do-	-do-	
212	-do-	Medical Certificate for Bank Purposes	03 days	-do-	-do-	-do-	
213	-do-	Medical Certificate for availing rebate in Income Tax	07 days	-do-	-do-	-do-	
214	-do-	Medical Certificate to Disabled Persons (Blind and Ortho) for facility of Writer/Scriber	03 days	-do-	-do-	-do-	
215	-do-	Medical Certificate for Amarnath	03 days	-do-	-do-	-do-	



		Yatra					
216	Medical Supdt	Medical Examination Certificate for first entry into Govt. Service	14 days	Medical Supdt.	DHS	Principal Secretary / Secretary Health	
217	-do-	Medical Examination Certificate for School Scholarship	03 days	-do-	-do-	-do-	
218	-do-	Medical Certificate for MACT(Motor Accident Claim Tribunal)	07 days	-do-	-do-	-do-	
219	-do-	Medical Examination for Pension commutation	07 days	-do-	-do-	-do-	
220	-do-	Medical Certificate to Government employees for seeking light duty	03 days	-do-	-do-	-do-	
221	-do-	Re-Medical Examination Certificate	14 days	DHS	Principal Secretary / Secretary Health	Adviser to Administrator	
222	-do-	Medical Examination for recommendation of Police Medal	03 days	-do-	-do-	-do-	
223	-do-	Medical Certificate for availing Disability Pension	03 days	-do-	-do-	-do-	
224	-do-	Ossification Test Report of Accused/ Juvenile	03 days	M.S-cum-Jt.PMO	DHS	Principal Secretary / Secretary Health	
225	-do-	Age verification Certificate for Sports Students/ Persons	07 days	-do-	-do-	-do-	
226	-do-	Height measurement Certificate as per Court orders	07 days	-do-	-do-	-do-	
227	-do-	Age verification Certificate for adoption of Child	30 days	-do-	-do-	-do-	
228	-do-	Medical reimbursement of bills of the employees of Health Department working in GMSH-16, Chd	90 days	-do-	-do-	-do-	
229	-do-	Verification of medical reimbursement bills of U.T., Govt. Employees other than Health Department	21 days	-do-	-do-	-do-	
230	Medicine	Investigation: Endoscopic/ Echo/ TMT/ PFT Test Report(s)	30 days	Doctor(s) on duty	I/C of Deptt	Medical Supdt.	
231	Radiology	Routine/ Emergency X-ray/ Ultrasound Reports	01 day	Incharge of Deptt	Medical Supdt.	DH&FW	

232	-do-	Special investigation Radiology Reports	02 days	Incharge of Deptt	Medical Supdt.	DH&FW	
233	Food Safety	Issuance of Registration Certificate under the Food Safety and Standards Act	30 days	Food Safety Officer	'Designated' Officer Under the Act	Principal Secretary / Secretary Health	
234	-do-	Issuance of License under the Food Safety and Standards Act	60 days	'Designated' Officer Under the Act	Principal Secretary / Secretary Health	Adviser to the Administrator	
235	Drug	Issuance/ Retention of Drug License for retail sale of Allopathic/ Homoeopathic Drugs	30 days	Drug Inspector	Drug Controller	Principal Secretary / Secretary Health	
236	-do-	Issuance/Reten tion of Drug License for Whole Sale of Allopathic/ Homoeopathic Drugs	45 days	-do-	-do-	-do-	
237	-do-	Issuance/ Retention of Drug Manufacturing License for Allopathic/ Homoeopathic Drugs	60 days	-do-	-do-	-do-	
238	-do-	Issuance/ Retention of Manufacturing License for Cosmetics	60 days	-do-	-do-	-do-	
239	-do-	Issuance/ Renewal of Manufacturing License for Ayurvedic/ Unani/Siddha Drugs	90 days	State Licensing Authority	DHS	-do-	
240	Malaria	IRS (Indoor Residual Spray)/ Fogging/ Anti-Larval Work/ Mosquito genic Survey	07 days	Anti-Malaria Officer/Epidemi ologist /Entomologist	Assistant Director Malaria	Director Health & Family Welfare	
241	District Family & Welfare Officer	Financial Assistance under Janani Suraksha Yojna (JSY)	07 days	Programme Officer RCH-II	DH&FW	Principal Secretary / Secretary Health	
242	District Family & Welfare Officer	Financial Assistance under Pradhan MantriMatruVan danaYojana	30 days	Nodal Officer PMMVY	DH&FW	Principal Secretary/ Secretary Health	
243	-do-	Issuance of new/provisional Clinical Establishment Certificate under Section 15 and Section 22 of the Clinical Act, 2010	10 day	Incharge Clinical Establishment Act,2010	Director Health & Family Welfare-cum-DRA	-do-	
244	-do-	Inspection of Applicant's place for new MTP Center under Section 5(8) of the Medical Termination of Pregnancy Act, 1971 (Act 34 of	60 days	District Family Welfare Officer	DH&FW	-do-	

245	-do-	1971) Issuance of Certificate of Approval in Form 'B'	60 days	- District Family Welfare Officer	Drug Controller	Principal Secretary/ Secretary Health	
246	-do-	Issuance of Certificate of Approval in Form 'B' for a New MTP Center after rectification of the deficiencies by the applicant under Section 5(8) of Medical Termination of Pregnancy Act, 1971 (Act 34 of 1971)	60 days	-do-	DH&FW	-do-	
247	-do-	Financial Compensation: (a) In case of death following Sterilization, (Family Planning Operation), including death during the process of Sterilization Operation, in Government Hospital or within 07 days of discharge from the Hospital (b) In case of death following Sterilization Operation within 8 to 30 days from the date of discharge from the Hospital (c) In case of failure of sterilization operation (d) In case complication on account of sterilization operation arises within 60days from the date of discharge from the Government Hospital	15 days 15 days 21 days 21 days	-do-	-do-	-do-	Subject to the condition that failure is reported to the Hospital Authorities within 60 days
248	District Family & Welfare Officer	Registration & Renewal of: (i) Ultrasound Clinic/Imaging Centre/Genetic Counselling Center / Genetic Clinic /ART Clinics or Centers/IVF Clinics or Centers /Surrogacy Clinics or Centers which includes place, equipment & employees (concerned Doctors) under Pre conception & Pre Natal Diagnostic Techniques Act (PC & PNDT	90 days	DHS-cum-Appropriate Authority	Principle Secretary / Secretary Health	Adviser to the Administrator	

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		Act) (ii) Registration of the Manufacturer/ Importer Dealer, and Supplier of Ultrasound Machines/ Imaging Machines or any other Equipment capable of detecting sex of the foetus (PC & PNDDT Act) (iii) Permission to use the above said Machines/Equipment's for demonstration at the Centers registered under the (PC & PNDDT Act)					
249	-do-	Financial Assistance related to Sterilization (Family Planning Operation of Male/Female) PPIUCD, PAIUD and IUCD under Family Planning Programme	30 days	District Family welfare	DH&FW	Principle Secretary / Secretary Health	
250	State AIDS Control Society	HIV Testing Report(s)	03 day	Assistant Director (Quality Manager / Lab Services), CSACS	Project Director, CSACS (Chandigarh State AIDS Control Society)	DHS	
251	-do-	Blood Transfusion Services	01 day	Assistant Director (Youth Affairs)CSACS	Project Director, CSACS	-do-	
(7) DIRECTORATE OF AYURVEDA, YOGA & NATUROPATHY, UNANI, SIDDHA & HOMOEOPATHY							
252	A.Y.U.S.H	Bill verification of Ayurvedic Medical Claims	16 days	Nodal Officer (AYU)	Deputy Director Ayurveda	Director AYUSH	
253	-do-	Issuance of License to Pharmaceutical units of ASU- (Ayurveda, Siddha, Unani) in UT, Chandigarh	90 days	Drug Licensing Authority	Director AYUSH	Secretary Health	
(8) GOVERNMENT MEDICAL COLLEGE AND HOSPITAL							
254	All Departments of GMCH	Verification and Reimbursement of Medical Bills	21 Days	Clerk	HOD	Director Principal	
255	-do-	Issue of Chronic Disease Certificate	21 Days	-do-	-do-	-do-	
256	-do-	Medical Reimbursement Bill of GMCH-32 Employees	90 Days	Assistant Controller-I	Deputy Controller (F&A)	-do-	
257	Disability Cell	Issue of Disability Certificate	30 Days	Coordinator Disability Cell	HOD	-do-	
258	Forensic Medicine &	Medico Legal Report / Post	03 Days	Head of Concerned	Medical Superintendent	-do-	

	Toxicology	Mortem Report		Department			
259	General Medicine Department	Case Summary / LIC Claim Files	10 Days	Head of Concerned Department	Medical Superintendent	Director Principal	
260	-do-	Investigation Reports	05 Days	Concerned Faculty	Head of Concerned Department	-do-	
261	-do-	EEG / EMG / NCV Endoscopy (UGI), LGI) ERCP, Colonoscopy	01 Day	-do-	-do-	-do-	
262	-do-	24 Hrs. BP Monitoring (ABPM)	05 Days	-do-	-do-	-do-	
263	-do-	Medical Leave / Fitness Certificate	02 Days	-do-	-do-	-do-	
264	-do-	Dialysis Certificate	05 Days	-do-	-do-	-do-	
265	Transfusion Medicine	Blood Grouping/ Cross Matching Comb Test	03 Days	Medical and Paramedical staff	-do-	-do-	
266	Anatomy Department	Body Donation	02 Days	Associate Professor	-do-	-do-	
267	-do-	Foetal Autopsy	30 Days	-do-	-do-	-do-	
268	Medical Record Department (MRD)	Issuance of Birth & Death Certificate	07 Days	Sub-Registrar Birth & Death	Medical Superintendent	Director Principal	
269	-do-	Correction in Birth & Death Certificate	14 Days	-do-	-do-	-do-	
270	-do-	Addition of Child Name in Birth Certificate	10 Days	-do-	-do-	-do-	
271	-do-	Issuance of Medical Record	15 Days	HOD MRD	-do-	-do-	
272	-do-	Refund of Money	05 Days	-do-	-do-	-do-	
273	Biochemistry Department	Emergency Investigations	01 Day	Faculty / Lab Incharge	Head of Concerned Department	-do-	
274	-do-	Routine Investigations	OPD - 03 Days Indoor - 01 Day	-do-	-do-	-do-	
275	-do-	Special Investigations	07 Days	-do-	-do-	-do-	
276	Community Medicine Department	Investigation Reports	05 Days	Medical Officer / Faculty Member	-do-	-do-	
277	ENT Department	Disability Certificate	15 Days	Associate / Assistant Professor	-do-	-do-	
278	Cardiology Department	Issuance of Certificates like Medical Leave and Chronic Certificates	15 Days	Concerned Faculty	-do-	-do-	
279	General Surgery Department	Case Summary/ Insurance Claim Files	20 Days	Junior / Senior Resident	-do-	-do-	
280	-do-	Medical Leave/Fitness Certificate	03 Days	Concerned Faculty	-do-	-do-	
281	Urology Department	Medical Certificates	07 Days	Senior Resident	-do-	-do-	
282	Neurosurgery Department	Case Summary/LIC Claim Files	03 Days	Concerned Faculty	-do-	-do-	
283	Microbiology Department	Mycology Smear (KOH), Gene Xpert, Gram Stain, ZiehlNeelsen Stain	01 Day	On Duty Demonstrator	-do-	-do-	
284	-do-	Stool Routine & Parasitology	02 Days	-do-	-do-	-do-	
285	Microbiology Department	Urine Culture, Pus Culture, Stool Culture,	03 Days	-do-	-do-	-do-	

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		Serology, Swine Flu, VRDL Laboratory, Hospital Surveillance Samples					
286	-do-	Blood Culture	05 Days	On Duty Demonstrator	Head of Concerned Department	Director Principal	
287	-do-	Mycology	30 Days	-do-	-do-	-do-	
288	-do-	Anaerobic Culture	08 Days	-do-	-do-	-do-	
289	-do-	Mycobacterium Culture	56 Days	-do-	-do-	-do-	
290	Obstetrics & Gynaecology Department	Medical Certificate	03 Days	Treating Unit Consultant/ Resident	-do-	-do-	
291	-do-	Medical Fitness Certificate	03 Days	-do-	-do-	-do-	
292	Obstetrics & Gynaecology Department	Family Planning Certificate	15 Days	Operating Unit Surgeon	-do-	-do-	
293	-do-	Family Planning Failure Certificate	15 Days	-do-	-do-	-do-	
294	-do-	Reports (Ultrasound Report)	01 Day	Resident / Consultant	-do-	-do-	
295	Pathology Department	Histopathology	10 Days	Concerned Faculty	-do-	-do-	
296	-do-	Medico Legal Post Mortem/ Neonatal Autopsy	60 Days	-do-	-do-	-do-	
297	-do-	Cytology	02 Days	-do-	-do-	-do-	
298	-do-	Routine Haematology Tests	01 Day	-do-	-do-	-do-	
299	-do-	Special Haematology Test	07 Days	-do-	-do-	-do-	
300	Radiodiagnosis Department	General Radiography for OPD	01 Day	Radiological Safety Officer	-do-	-do-	
301	-do-	Emergency & Ward Radiography	Round the Clock	-do-	-do-	-do-	
302	-do-	Special Investigations	01 Day	Consultant Incharge	-do-	-do-	
303	-do-	Routine Ultrasound	01 Day	-do-	-do-	-do-	
304	-do-	Emergency & Ward Ultrasound	Round the Clock	-do-	-do-	-do-	
305	-do-	Color Doppler Ultrasound	On Appointment	-do-	-do-	-do-	
306	-do-	Ultrasound Guided Interventional	01 Day	-do-	-do-	-do-	
307	-do-	Ultrasound Guided FNAC	Tuesday / Thursday / Saturday	-do-	-do-	-do-	
308	-do-	CT Guided FNAC	01 Day	-do-	-do-	-do-	
309	-do-	Contrast CT Scan Studies for Patients from OPD	01 Day	-do-	-do-	-do-	
310	-do-	Plain CT Scan Studies from OPD	01 Day	-do-	-do-	-do-	
311	-do-	CT Scan Studies with & without Contrast from Emergency & Ward	Round the Clock	-do-	-do-	-do-	
312	Radiodiagnosis Department	MRI	On Appointment	-do-	-do-	-do-	
313	Academic Branch	Certificates being issued to the students	15 Days	Registrar Academics	-do-	-do-	

(9) URBAN PLANNING & CHIEF ARCHITECT'S OFFICE							
314	Chief Architect	Supply of Building Plans (Architecture control)	5 days	Divisional Town Planner	Senior Town Planner	Chief Architect	
315	-do-	Supply of Zoning plans	3 days	-do-	-do-	-do-	
316	-do-	Plinth Level	3 days	-do-	-do-	-do-	
(10) DIRECTORATE OF HIGHER EDUCATION							
317	Higher Education	Bonafide Certificate	07 days	Principal, Govt./Aided College	Director Higher Education	Principal Secretary Education	
318	-do-	Character Certificate	07 days	-do-	-do-	-do-	
319	-do-	Attestation of documents for Bus Pass	07 days	-do-	-do-	-do-	
(11) DIRECTORATE OF SCHOOL EDUCATION							
320	School Education	Duplicate Certificate (OT/ETT/NTT/ Middle Standard)	20 days	Deputy Registrar Examination	Deputy Director School Education	Director School Education	Subject to submission of OT-Oriental Training/ ETT-Elementary Teacher. Training/ NTT-Nursery Teacher Training application complete in all respects.
321	-do-	Verification of Certificates (OT/ETT/NTT/ Training equivalent to B.Ed) Middle Standard	20 days	-do-	-do-	-do-	
322	-do-	School Leaving Certificate	10 days	Principal/ Headmaster/ Headmistress of Govt./Aided School	District Education Officer	Deputy Director School Education	
323	-do-	Duplicate Certificate	20 days	-do-	-do-	-do-	Other than Board Classes
324	-do-	Verification of Certificates	20 days	-do-	-do-	-do-	-do-
325	-do-	Bonafide Certificate	07 days	-do-	-do-	-do-	
(12) POLICE							
326	Police	Reaching scene of offence on information	05 Minutes	Duty Officer Control Room	DSP/PCR	SSP	Excluding the journey time
327	-do-	Supply of copy of FIR/DDR by Police Station to the Complainant	01 Hour	SHO	SDPO	-do-	
328	-do-	Registration of a complaint by way of DDR or FIR and Supply of copy thereof by the Police Station to the Complainant	30 Minutes	-do-	-do-	-do-	
329	-do-	Disposal of a complaint at Police Stations	30 days	-do-	-do-	-do-	
330	-do-	Passport Verification	15 days	-do-	-do-	-do-	

331	Police	(Services received through District Magistrate) Verification for grant of NOC for Petrol Pumps, Gas Agencies, Hotels, Bars/ Verification of Security Agencies/ Verification for First Entry into Government Service/ Verification for Arms License/ similar kind of other Verification Services	15 days	SHO	SDPO	SSP	
332	-do-	Registration & Supply of Missing Person Report	01 Hour	-do-	-do-	-do-	
333	-do-	Registration & Supply of copy of Report regarding Missing of documents, Mobile Phones etc.	30 Minutes	-do-	-do-	-do-	
334	-do-	Supply of Postmortem report after receipt thereof from the Medical Officer	02 days	-do-	-do-	-do-	

(13) DEPARTMENT OF SOCIAL WELFARE, WOMEN & CHILD DEVELOPMENT

335	Department of Social Welfare, Women & Child Development	Pension to Disabled Persons	30 days.	Superintendent	Director Social Welfare	Secretary Social Welfare	Subject to fulfillment of eligibility criteria and availability of funds
336	-do-	Assistance to physically Handicapped for Purchase of Aids	60 days	-do-	-do-	-do-	-do-
337	-do-	Petrol Subsidy to Persons with Disability	30 days	Nodal Officer (Disability)/ Research Officer	-do-	-do-	-do-
338	-do-	Unemployment Allowance to Persons with Disability	30 days	-do-	-do-	-do-	-do-
339	-do-	Financial Assistance for Inter-Caste Marriages (Centrally Sponsored Scheme)	30 days	Research Officer	-do-	-do-	-do-
340	-do-	Pension to Widows /Destitute Women	30 days	Superintendent	-do-	-do-	-do-
341	-do-	Financial Assistance to Dependent Children of Widows /Destitute Women	30 days.	Research Officer	-do-	-do-	-do-
342	Department of Social Welfare, Women & Child Development	Financial Assistance for Marriage of Daughters of Widows and Destitute Women belonging to Scheduled	30 days	Research Officer	Director Social Welfare	Secretary Social Welfare	Subject to fulfillment of eligibility criteria and availability of funds

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343	-do-	Castes Old Age Pension	30 days.	Research Officer	Director Social Welfare	Secretary Social Welfare	Subject to fulfillment of eligibility criteria and availability of funds
344	-do-	Issuance of Senior Citizen Identity Card	15 days	-do-	-do-	-do-	-do-
345	(ICDSS) INTEGRATED CHILD DEVELOPMENT SERVICES SCHEME	Financial Assistance under 'HamariBeti' Scheme	60 days	Child Development Project Officer	Deputy Director	Director Social Welfare	
346	-do-	Financial Assistance under 'ApniBetiApnaDhan' Scheme	60 days	-do-	-do-	-do-	
(14) CHANDIGARH CHILD & WOMEN DEVELOPMENT CORPORATION LIMITED							
347	CCWDC (Chandigarh Child & women Development Corporation Limited)	Loan Cases of women of economically weakersections under Direct & Margin Money Scheme	30-days	Dealing Assistant	AC(F&A)	Managing Director	
348	-do-	Loan Cases of persons with disability	30 days	-do-	-do-	-do-	
349	-do-	Application processing for Training in Vocational Courses to Women (Economically weaker. Sections)	15 days	-do-	Company Secretary	-do-	Selection subject to availability of seat for batch
350	-do-	Application processing for Admission in Senior Citizens Home, Sec-43, Chandigarh	10 days	-do-	-do-	-do-	-do-
351	-do-	Application processing for Admission in Working Women Hostel,Sec-24, Chandigarh	20 days	-do-	-do-	-do-	-do-
352	-do-	Issue of No Due Certificate /No Objection Certificate of all Loan Schemes	30 days	-do-	-do-	-do-	
(15) CHANDIGARH SCHEDULED CASTES, BACKWARD CLASSES & MINORITIES FINANCIAL & DEVELOPMENT CORPORATION LTD							
353	Chandigarh Scheduled Castes, Backward Classes & Minorities Financial & Development Corporation Ltd	Loan Cases of Scheduled Castes, Backward Classes & Minorities, &SafaiKaramch aris	30 days	Dealing Assistant	A.C(F&A)	Managing Director	
354	Chandigarh Scheduled Castes, Backward Classes & Minorities Financial & Development Corporation Ltd	Application processing for Training in vocational courses to Scheduled Castes, Backward Classes & Minorities, &SafaiKaramch aris	20 days	Dealing Assistant	Company Secretary	Managing Director	Selection subject to availability of seat
355	-do-	Application processing for Admission in	20 days	-do-	-do-	-do-	-do-

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		Senior Citizens Home, Sec-15 D, Chandigarh					
356	-do-	Issue of No Due Certificate/ No Objection Certificate of all Loan Schemes	30 days	Dealing Assistant	A.C(F&A)	Managing Director	

(16) STATE TRANSPORT AUTHORITY							
357	STA	Passing of new Transport Vehicle	07 days	Concerned Senior Assistant	Secretary, STA, UT Chandigarh	Secretary Transport	
358	-do-	Registration of New transport Vehicles after Passing	05 days	-do-	-do-	-do-	
359	-do-	Renewal of Fitness Certificate	05 days	-do-	-do-	-do-	
360	-do-	Transfer of ownership within state	15 days	-do-	-do-	-do-	
361	-do-	Transfer of ownership in death case	30 days	-do-	-do-	-do-	
362	-do-	Entry/ Termination of H.P.A. (Hypothecation) Agreement	07 days	-do-	-do-	-do-	
363	-do-	Grant of No Objection Certificate to any type of vehicle	15 days	-do-	-do-	-do-	
364	-do-	Grant/Renewal of Permit	15 days	-do-	-do-	-do-	
365	-do-	Grant/Renewal of Authorization for Tourist Vehicles and Goods Vehicles (NP)	15 days	-do-	-do-	-do-	
366	-do-	Issue of Duplicate RC/Permit	07 days	-do-	-do-	-do-	
367	-do-	Countersignatures of Permits issued by other States	05 days	-do-	-do-	-do-	
368	-do-	Reassignment of Transport Vehicles brought from other States on the basis of NOC	30 days	-do-	-do-	-do-	
369	STA	Transfer of Ownership of buses along with Contract Carriage (CC) Permit	30 days	Concerned Senior Assistant	Secretary, STA, UT Chandigarh	Secretary Transport	
370	-do-	Grant/Renewal of License for Pollution Check Centers	15 days	-do-	-do-	-do-	
371	-do-	Grant/Renewal of License for Driving Schools	15 days	-do-	-do-	-do-	
372	-do-	Registration under Common Carriage Act, 2007	15 days	-do-	-do-	-do-	

(17) CHANDIGARH TRANSPORT UNDERTAKING (CTU)							
373	CTU	Bus passes issued at ISBT-17 for Sub-Urban Routes	03 days	Station Supervisor	General Manager	Director Transport	
374	-do-	Bus Passes	05 days	Sampark	-do-	-do-	

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		issued at Sampark Centers for other routes		Center Incharge			
(18) FOOD & SUPPLIES AND CONSUMER AFFAIRS AND LEGAL METROLOGY							
375	Food & Supplies	Enrolment under Direct Benefit Transfer (DBT) Scheme	10 days	Assistant Food & Supplies Officer	District Food & Supplies Officer	Additional Director Food & Supplies	
376	-do-	Addition/ Deletion of members	04 days	Concerned Area Inspector	-do-	-do-	
377	-do-	Change of Address	04 days	-do-	-do-	-do-	
378	-do-	Change of Head of Family/ change of name	02 days	-do-	-do-	-do-	
379	-do-	Surrender from DBT Scheme	02 days	Assistant Food & Supplies Officer	-do-	-do-	
380	Legal Metrology Wing	Standardization of commercial, Weights & Measures in the Working Standard Laboratory	01 day	Inspector Legal Metrology	Additional Controller, Legal Metrology	Controller Legal Metrology	
381	-do-	Verification and Stamping of Weights and Measuring Instruments	01 day	-do-	-do-	-do-	
382	-do-	Issue of Licenses to Manufacturers/ Repairers/ Dealers of Weights and Measuring Instruments	30 days	-do-	-do-	-do-	
383	Legal Metrology Wing	Renewal of Licenses of Manufacturers/ Repairers/ Dealers of Weights, Measures, Weighing and Measuring Instruments	30 days	Inspector Legal Metrology	Additional Controller, Legal Metrology	Controller Legal Metrology	
384	-do-	Registration Certificate as Manufacturer/ Packer/ Importer	30 days	-do-	-do-	-do-	
(19) FORESTS & WILDLIFE							
385	Forests & Wildlife	Comments/ Reports of District Magistrate Regarding grant of Arms License to the Applicants	15 days	Concerned Range Forests Officer	Deputy Conservator of Forests	Chief Wildlife Warden/Chief Conservator of Forests	--
386	-do-	Approval/disapproval to a tree cutting proposal	10 days	-do-	-do-	-do-	--
387	-do-	Wildlife Patrolling (Man Animal Conflict)	24Hrs.	-do-	-do-	-do-	--
(20) LABOUR DEPARTMENT							
388	Labour Department	Registration of shops and commercial establishments under the Punjab Shops and	15 days	Shop Inspector of concerned area	Chief Inspector of Shops-cum-Assistant Labour Commissioner	Labour Commissioner	

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		Commercial Establishment Act, 1958					
389	-do-	Renewal of Registration Certificate under the Punjab Shops and Commercial Establishments Act, 1958	15 days	Shop Inspector of concerned area	Chief Inspector of Shops-cum-Assistant Labour Commissioner	Labour Commissioner	
390	-do-	Approval of Building Plans of Factories under the Factories Act, 1948	45 days	Addl. Chief Inspector of Factories-cum-Assistant Labour Commissioner	Chief Inspector of Factories-cum-Labour Commissioner	Secretary Labour	
391	-do-	Issuance of Factory License under the Factories Act, 1948	30 days	-do-	-do-	-do-	
392	-do-	Renewal of Factory License under the Factories Act, 1948	30 days	-do-	-do-	-do-	
393	-do-	Issuance of Registration Certificate under the Motor Transport Workers Act, 1961	30 days	Chief Inspector of Motor Transport-cum-Assistant Labour Commissioner	Labour Commissioner	-do-	
394	-do-	Renewal of Registration Certificate under the Motor Transport Workers Act, 1961	30 days	-do-	-do-	-do-	
395	Labour Department	Issuance of Registration Certificate to the Principal Employer under the Contract Labour Act, 1970	30 days	Licensing Officer-cum-Assistant Labour Commissioner	Registering Officer-cum-Labour Commissioner	Secretary Labour	
396	-do-	Issuance of License to Contractors under the Contract Labour Act, 1970	30 days	-do-	-do-	-do-	
397	-do-	Renewal of License of Contractors under the Contract Labour Act, 1970	30 days	-do-	-do-	-do-	
398	-do-	Registration of Construction Workers under the Building and Other Construction Workers (Regulation of Employment and conditions of Service) Act, 1996	07 days	Registering Officer (CBOCW Board)-cum-Assistant Labor commissioner	Secretary (CBOCW Board)-cum-Labour commissioner	Chairman (CBOCW Board)-cum-Secretary Labour	
399	-do-	Registration of Contractors under the Building and Other Construction Workers (Regulation of Employment and conditions of Service) Act,	30 days	-do-	-do-	-do-	

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400	-do-	1996 Grant of benefits under various Welfare Scheme under the Building and Other Construction Workers (Regulation of Employment and conditions of Service) Act, 1996	30 days	Joint Secretary (CBOCW B)-cum-Assistant Labour Commissioner	Secretary (CBOCW Board)-cum-Labour commissioner	Chairman (CBOCW Board)-cum-Secretary Labour	
401	-do-	Grant of benefits under various Welfare Schemes under the Punjab Labour Welfare Fund Act, 1965	30 days	Secretary (LWB)-cum-Assistant Labour Commissioner	Welfare Commissioner (LWB)-cum-Assistant Labour Commissioner	-do-	

(21) AGRICULTURE

402	Director Agriculture	Insecticides/ Pesticides License to the applicants under the Insecticide Act, 1968	30 days	Licensing Officer as provided u/s 12 of the Insecticides Act, 1968	Director Agriculture	Secretary Agriculture	
403	-do-	Addition/Amendment of item(s) in the license for Insecticides	20 days	Licensing Officer	-do-	-do-	
404	-do-	Change of firm's Name/ Proprietorship/ Premises (Pesticide)	20 days	-do-	-do-	-do-	
405	-do-	Issuance of Duplicate License of Insecticides/ Renewal of License for sale of Insecticides	30 days	-do-	-do-	-do-	

(22) SPORTS

406	Sports Department	Booking of Various Stadia	10 days	Junior Assistant concerned	District Sports Officer, U.T., Chandigarh	Director Sports U.T., Chandigarh	
407	-do-	User/ Membership in various games	07 days	-do-	-do-	-do-	
408	-do-	Scholarship in various games	180 days	-do-	-do-	-do-	
409	-do-	Issue of Gradation Certificate in various games	90 days	-do-	-do-	-do-	

(23) ANIMAL HUSBANDRY AND FISHERIES

410	Department of Animal Husbandry and Fisheries	Issue of Post-mortem Report of animals/birds	02 days	Veterinary Officer	Joint Director (AH & F)	Director (AH & F)	
411	-do-	Issue of Health Certificate of birds	01 day	-do-	-do-	-do-	
412	-do-	Issue of Health Certificate of	03 days	-do-	-do-	-do-	

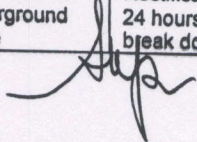
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		Animals (pets and large animals)					
413	-do-	International and Domestic Animal Transport Certificate	01 day	Veterinary Officer	Joint Director (AH & F)	Director (AH & F)	
414	-do-	Verification regarding Vaccination of pet Dogs for getting registered with Municipal Corporation, U.T. Chandigarh	01 day	-do-	-do-	-do-	
415	Department of Animal Husbandry and Fisheries	Attendance of Emergencies	01 day	Veterinary Inspector/ Veterinary Officer	Joint Director (AH & F)	Director (AH & F)	
416	-do-	Attendance of Routine Cases	01 day	-do-	-do-	-do-	
417	-do-	Prophylactic mass vaccination of animals against dreaded contagious diseases	07 days	Veterinary Inspector	Veterinary Officer	Joint Director (AH)	
418	-do-	Prophylactic & post bite Anti-rabies vaccination	01 day	-do-	-do-	-do-	
419	-do-	Issue of Vaccination Certificate of Animals	01 day	Veterinary Officer	Joint Director (AH)	Director (AH)	
420	-do-	Issue of Vaccination Certificate of Birds	01 day	-do-	-do-	-do-	
421	-do-	Artificial Insemination of Cows and Buffaloes to improve the existing germ plasma and to increase productivity	01 day	Veterinary Inspector/ Veterinary Officer	-do-	-do-	
422	-do-	Issue of Licenses to public for angling at Sukhna Lake as a 'Sport Activity'	01 day	Veterinary Inspector	Joint Director (AH & F)	Director (AH & F)	
(24) ZILA SAINIK WELFARE OFFICE							
423	Zila Sainik Welfare Office (ZSWO)	Gallantry Awards (Financial benefits subject to submission of all documents)	02 month	Z.S.W.O, U.T Chandigarh	DC Office	Home Secretary Chandigarh	
424	-do-	Issue of certificates of various types of ESM/ widows & their dependents	02 hours	Welfare Organizer	Z.S.W.O	DC Office	
425	-do-	Field verification	03 days	Welfare Organizer/ Field Investigator	Sr. Asstt	Z.S.W.O	
426	-do-	Pension cases to be submitted to the concerned Records Office	01 day	Clerk	-do-	-do-	
427	-do-	Issue of Identity Cards	02 hours	Field Investigator	-do-	-do-	

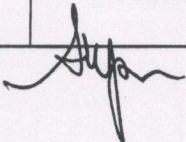
(25) REGIONAL EMPLOYMENT OFFICE							
428	Regional Employment Office	Registration of applicants	01 day	Employment Officer	Sub-Regional Employment Officer (PH Cell)	Regional Employment Officer	This department is working as per guidelines of National Employment Service Manual (NESM) issued by the Directorate General of Employment, Government of India

(26) PUNJAB ENGINEERING COLLEGE							
429	PEC (Punjab Engineering College)	Bonafide Certificate	02 days	Assistant Registrar (Academics)	Dean Academic Affairs	Director	
430	-do-	No Objection Certificate	04 days	-do-	-do-	-do-	
431	-do-	Transcripts	04 days	-do-	-do-	-do-	
432	-do-	Character Certificate	04 days	-do-	-do-	-do-	
433	-do-	Bus Pass Attestation	02 days	-do-	-do-	-do-	
434	-do-	Duplicate Degree	15 days	-do-	-do-	-do-	
435	-do-	B.Tech./ M.Tech./ Ph.D Provisional Degree	15 days	-do-	-do-	-do-	After approval of final result
436	-do-	Duplicate Marksheet	03 days	-do-	-do-	-do-	
437	-do-	Migration Certificate	04 days	-do-	-do-	-do-	
438	-do-	Attestation of Scholarship Form	04 days	-do-	-do-	-do-	
439	-do-	Certificate of Scholarship	04 days	-do-	-do-	-do-	
440	-do-	Any other related to Scholarship	04 days	-do-	-do-	-do-	
441	-do-	Education Verification UG/ PG/ Ph.D	02 days	-do-	-do-	-do-	After receiving of requisite fee for verification
442	-do-	Any other personalized document	04 days	-do-	-do-	-do-	

(27) CIVIL ENGINEERING							
443	Electricity	Rectification of Fuse blown-out or MCB Tripped	Urban area: Within 4 hours Rural area: Within 8 hours	Concerned Lineman/Complaint Centre Incharge of the Shift	SDO	CGRF	
444	-do-	Rectification of Service Line Broken/ service Line snapped from the pole	Urban area: within 6 hours Rural area: Within 12 hours	Concerned JE	-do-	-do-	
445	-do-	Fault in distribution line/system	Rectification of fault and thereafter restoration of normal power supply within 12 hours Temporary supply to be restored within 4 hours from alternate source	-do-	-do-	-do-	
446	-do-	HT Mains failed	Rectification of fault within 12 hours Temporary restoration of power supply within 4 hours	-do-	-do-	-do-	
447	-do-	Breakdown of underground cable	Rectification of fault within 24 hours of occurrence of break down after obtaining	-do-	-do-	-do-	



			clearance; Temporary restoration of supply within 4 days				
448	Electricity	Distribution transformer failed/burnt	Urban area: Within 24 hours for Replacement of failed transformer Rural area: Within 48 hours Temporary restoration of supply through Mobile transformer or another backup source Urban area: within 8 hours Rural area: within 12 hours	Concerned JE	SDO	CGRF	
449	-do-	Problem in grid(33 KV or 66 KV or 110 KV) Sub station	Repair and restoration of supply: within 48 hours Restoration of supply from alternate source: within 6 hours	Concerned SDO	XEN	-do-	Roster load shedding may be carried out to avoid overloading of alternate source
450	-do-	Failure of power transformer	(a) Rectification action plan to be intimated to the Commission: within 72 hours (b) Rectification to be completed within the time frame approved by the Commission (c) Restoration of supply from alternate source: within 6 hours	SDO	-do-	-do-	Roster load shedding may be carried out to avoid overloading of alternate source
451	-do-	Period of scheduled outages	Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by the licensee at least 24 hours in advance and shall not exceed 12 hours in a day	Concerned JE	SDO	-do-	
452	-do-	Voltage fluctuation complaint	Local problem on the transformer: within 3 days	-do-	-do-	-do-	
453	-do-	-do-	Where no expansion or enhancement of network is involved: (a) For LT System: within 15 days (b) For HT System: within 30 days If upgradation of distribution system is required: within 180 days	-do-	-do-	-do-	
454	-do-	Complaint lodged for Accuracy test of meter	On receiving the complaint: Within 30 days The licensee shall check the meter and if needed, the meter shall be replaced: within 15 days	-do-	-do-	-do-	
455	-do-	Complaint lodged for defective/ stuck meter	On receiving the complaint: Within 15 days The Licensee shall test the meter and if needed, the meter shall be replaced within 15 days thereafter	-do-	-do-	-do-	
456	-do-	Complaint Lodged for burnt meter	On receipt of complaint bypassing the burnt meter the Licensee shall restore supply: within 6 hours, and new meter shall be provided: within 15 days	-do-	-do-	-do-	
457	Electricity	Change of Consumer's Name due to change in ownership/ occupancy of property	120 days	SDO	XEN	CGRF	Change shall be effected in two billing cycles
458	-do-	Transfer of consumer's name to legal	120 days	-do-	-do-	-do-	Change shall be effected in two billing

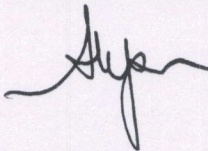


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459	-do-	Load reduction	30 days	SDO	XEN	CGRF	
460	-do-	Change of category	10 days	-do-	-do-	-do-	
461	-do-	Shifting of meter/service line etc	(a) One month for giving the estimated amount to the consumer for shifting (b) Within one month of the consumer depositing the estimated amount as mentioned above	-do-	-do-	-do-	
462	-do-	Complaint on billing	07 days	Concerned ARA/RA	SDO	-do-	
463	-do-	Request for reconnection	05 days	Concerned JE	-do-	-do-	In case consumer requests for reconnection within a period of six months after disconnection, the licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges
464	-do-	Consumer wanting up to date bill	07 days	-do-	-do-	-do-	Licensee to carry out special reading and prepare final bill, including all arrears up to the date of billing within 7 days
465	Civil Engineering	Road Cut	30 days	Sub Divisional Engineer of the area concerned	Executive Engineer	Superintending Engineer	
466	(Horticulture) Engineering Department (Horticulture Division No 2), UT, Chandigarh	Pruning of trees (under 30 cm girth)	14 days	ALO/SDE (Hort.) of area concerned	Executive Engineer (Hort.)	Superintending Engineer	
467	-do-	Pruning of trees (more than 30 cm girth)	45 days	-do-	-do-	-do-	
468	-do-	Removal of dead/dangerous/over grown trees	30 days	-do-	-do-	-do-	
469	-do-	Removal of fallen trees	1-2 days	-do-	Executive Engineer	-do-	
470	Electrical	Emergency Complaint of partially no light in the house	01 day	Junior Engineer	Executive Engineer	Superintending Engineer	
471	-do-	Major breakdown of electrical supply due to fault in main board and wiring	02 days	-do-	-do-	-do-	
472	-do-	Replacement of defective material	03 days	Junior Engineer/ Sub Divisional Engineer	-do-	-do-	

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473	-do-	Minor repair of electrical installation/ renovation of partial faulty installation	07 days	Junior Engineer/ Sub Divisional Engineer	Executive Engineer	Superintending Engineer	
474	-do-	Repair/ replacement of existing system/ fittings/ New Provision/ addition/ alteration. The replacement/ complete renovation shall be carried out only if permitted under CPWD norms	a) Submitting of Estimate within 10 days b) The work shall be carried out within 45 days after receiving of Administrative Approval	-do-	-do-	-do-	
(28) EXCISE AND TAXATION							
475	Excise & Taxation	Grant of Registration Certificate under GST Act	03 days	Excise & Taxation Officer-cum- Proper Officer	Additional Excise & Taxation Commissioner (GST Appeal)	Attached with Punjab GST Tribunal	
476	-do-	Amendments in GST Registration	15 days	-do-	-do-	-do-	
477	-do-	Refund of GST	60 days	-do-	-do-	-do-	
478	-do-	L-42 Permit	07 days	Excise & Taxation Officer/ Asstt. Excise & Taxation Commissioner/ Collector (Excise)	Excise & Taxation Commissioner-cum-Financial commissioner	Secretary Excise & Taxation	
479	-do-	L-50 Permit	07 days	-do-	-do-	-do-	
480	-do-	Online Local Liquor Permits	03 days	-do-	-do-	-do-	
481	-do-	Permission to serve Liquor in a marriage or banquet hall to a function holder	07 days	-do-	-do-	-do-	
482	-do-	Permit for industrial Alcohol to Chemical Industries etc.	07 days	-do-	-do-	-do-	
483	-do-	Bar license to clubs/ Restaurants	15 days after receiving NOCs from SP office, Estate office and MC office	Excise and Taxation Officer (Excise)	Assistant Excise & Taxation Commissioner	Collector (Excise)	Letter for obtaining NOCs shall be sent within 03 days.
484	-do-	Beer Bar/ Drought Beer Bar License	-do-	-do-	-do-	-do-	-do-
485	-do-	Hard Liquor Bar License	-do-	-do-	-do-	-do-	-do-
486	-do-	License to Marriage Palaces/ Banquet Halls/ Community Hall etc for serving liquor	07 days	-do-	-do-	-do-	-do-

(i) The time fixed for delivery of services will start from the date of submission of application alongwith all the requisite documents/papers, correct & complete in all respects.



- (ii) For all purposes with regard to implementation of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh, Head of the Department shall be the Nodal Officer whose services are notified under the Act(s) ibid.

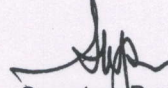
Chandigarh, dated
the 05.10.2020

Administrator
Union Territory
Chandigarh

Endst. No.. 28/67/1-IH (11)-2020/ 10873

Dated: 08/10/2020

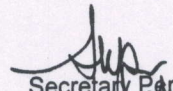
Copy is forwarded to all the Administrative Secretaries/Heads of Departments/Heads of Boards/ Corporations for information and necessary action.


Secretary Personnel
for Administrator
Union Territory, Chandigarh

Endst. No.. 28/67/1-IH (11)-2020/ 10874

Dated 08/10/2020

A copy is forwarded to the Commissioner, Chandigarh Right to Service Commission w.r.t letter Nos.PS/CRTSC/2020/92 dated 22.06.2020, PS/CRTSC/2020/95 dated 01.07.2020, PS/CRTSC/2020/103 dated 30.07.2020 and, PS/CRTSC/2020/104 dated 06.08.2020 and for information and necessary action.


Secretary Personnel
for Administrator
Union Territory, Chandigarh