

Punjab Right to Service Rules, 2012

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Rule PUNJAB-RIGHT-TO-SERVICE-RULES-2012 of 2012

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21/P.A.24/2011/S.21/2012, dated 4.5.2012Last Updated 22nd January, 2020Government of PunjabDepartment of Personnel(Punjab Governance Reforms Cell)No. G.S.R.

21/P.A.24/2011/S.21/2012. - In exercise of the powers conferred by section 21 of the Punjab Right to Service Act, 2011 (Punjab Act No. 24 of 2011), and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, namely :-

1. Short title and commencement.

(1)These rules may be called the Punjab Right to Service Rules, 2012.(2)They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. Definitions.

- In these rules, unless the context otherwise requires,-(i)"Act" means the Punjab Right to Service Act, 2011 ; and(ii)"Form" means the Form appended to these rules.

3. Receipt and acknowledgement of application, [Section 5].

(1)An eligible person shall make an application for delivery of service to the designated officer either personally or through e-mail or through registered post or through Suvidha Centres, Fard Kendras and Sanjh Kendras duly addressed to the aforesaid officer.(2)If such application is found complete in all respects, the Designated Officer shall acknowledge the receipt thereof in the acknowledgement slip in the prescribed forms provided by the respective departments for each service :Provided that if any document required for the delivery of service has not been enclosed with the application by the applicant, the same shall be clearly mentioned in the acknowledgement by the Designated Officer, to enable the applicant to make his application complete in all respects :Provided further that the time limit specified for delivery of service in such cases shall commence from the date when the applicant

supplies the documents mentioned in the acknowledgement :Provided further that in case of service sought from Suvidha Centres, Fard Kendras and Sanjh Kerdras, an additional period of two days would be added to the specified time limit :Provided further that the Designated Officer shall not raise piecemeal objections on such applications.

4. Record of service, [Section 5(3)].

(1)The record of service applied for, shall be maintained by the Designated Officer in Form. RTS-I given in Government of Punjab, Department of Personnel, Notification No. 1/22/2011-1 PGRC/806, dated the 5th August, 2011.(2)The Administrative Department concerned shall prepare an Application Form for every service alongwith a check list of the documents required to be enclosed therewith.(3)All information relating to the notified services, Application Form and documents required for obtaining it, shall be displayed on the notice Board.(i)by the Designated Officer and the Appellate Authorities, outside their offices or any other conspicuous place in the office area ; and(ii)by the in-charge of Suvidha Centre, Fard Kender and Sanjh Kendra outside these centres.(4)All information relating to the notified services, Application Form and documents, required for obtaining it, shall be put on the website by the Administrative Department concerned and by the Commission.(5)In the event of non-display of such information in the public domain, the Second Appellate Authority or the Commission shall be competent to initiate appropriate action against the Designated Officer.

5. The recovery of penalty, [Section 21 (d)].

(1)In the case of imposition of penalty, the Second Appellate Authority shall forward a copy of such order to the A.D. concerned authorities with instructions to deduct the amount from the salary or remuneration of the Designated Officer and/or any other officials involved in the process of providing such service against which penalty has been awarded.(2)In the event of recommendations for disciplinary action against the Designated Officer and/of any other official, the Second Appellate Authority shall send a copy of such order to the Administrative Department concerned and to the Commission.(3)The penalty imposed under the Act, shall be recovered in proportion to be fixed by the Second Appellate Authority from the salary or remuneration of the Designated Officer and/or any other officer/official involved in the process of providing such service.(4)The concerned authority to which a copy of such order of Second Appellate Authority has been marked, shall recover the penalty from the next salary/remuneration of the Designated Officer and/or any other officer/ official involved in the process of providing such service, as decided by the Second Appellate Authority. The penalty so recovered, shall be deposited in the Bank account of the Commission and a copy of receipt of deposit shall be forwarded to the Second Appellate Authority.(5)In the event of award of compensation to the applicant/appellant by the Second Appellate Authority, the concerned authority shall make payment to the applicant/appellant out of penalty recovered by it and deposit the balance amount in the bank account of the Commission as stipulated in the said sub- rule (4). A copy of receipt of compensation by the applicant shall be forwarded to the Second Appellate Authority.

6. Procedure for disposal of application, [Section 10].

(1)An application for revision addressed to the Commission or an officer nominated in this respect under the proviso to sub-section (1) of section 12 of the Act, shall be made in Form `A'.(2)The applicant shall enclose a Self Attested copy of the order of the Second Appellate Authority against which the revision has been filed.(3)After receiving the application under sub-rule (1), the Commission shall send notice of the same to the party concerned either,(a)dasti i.e. through the party filing the revision ; or(b)by registered post with acknowledgement ; or(c)through e-mail.(4)While deciding any application in order to ascertain the facts, the Commission may authorize an officer to enquire into the matter. The officer, to whom such an inquiry has been entrusted, shall submit report to the Commission within a period of fifteen days.(5)The Commission shall decide the application in view of the relevant record available before it.

7. Salary, allowances and conditions of service of the officers and other employees, [Section 15].

- The employees appointed on deputation from any department of the State Government, Board, Corporation or other statutory body of the State Government, shall be paid such salaries and allowances as admissible to them under the rules applicable to their Service and they shall be governed under the said rules and relevant instructions issued by the State Government from time to time. The Commission may also employ retired employees of the State Government, Board, Corporation or statutory body of the State Government for a period of three years or till the age of sixty two years, whichever is earlier, as per relevant instructions issued by the State Government from time to time on contractual service or for outsourcing of the officials.

8. Suo motu notice by the Commission, [Section 21].

- The Commission may take suo motu notice in such cases where the applications/appeals are not decided by the designated officer/appellate authority within the stipulated period and there is unreasonable. delay in disposal of such applications/appeals. On finding any lapse, the Commission may pass appropriate orders in this regard as it may deem fit. Form - `A'[See rule 6(1)]Application for Revision

1. Name of the person :
2. Father/husband's name :
3. Residential address :
4. Contact Number with e-mail (if any) :
5. Details of the service sought :
6. Name of the department from which service sought :
7. Date of making application to the DesignatedOfficer :
8. Date of disposal of application :
9. Acknowledgement, No. and date :

10. Date of filing of First Appeal :
 11. Acknowledgement, No. and date :
 12. Date of decision of First Appeal :
 13. Acknowledgement, No. and date :
 14. Date of decision of Second Appeal :
 15. Date of decision of Second Appeal :
 16. Relief claimed by the applicant in revision against the order passed in Second Appeal :
- Date-----Place----- (Signatures of the Applicant) Note :- Certified copy of the order against which the revision has been filed by the applicant shall be enclosed hereunder.