

## **Introduction**

SUWIDHA [Single User-friendly Window Disposal and Help-line for Applicants], designed and developed by National Informatics Centre (NIC) provides convenience to the citizen. It is built to provide the convenience to the citizen by capturing the input at a single point, defining a specified delivery date depending upon the type of service and accepting cash at the counter itself.

SUWIDHA 1.x version was initially implemented at Fatehgarh Sahib District in the year 2003 as per directions of the Chief Secretary, Govt. of Punjab and then rolled out in all the districts.

During its inception, SUWIDHA was mainly conceived for the DC office only, but its successful implementation has generated its demand at the offices at other levels of the district administration such as SDM office, Tehsil etc.

During the course of successful statewide rollout of SUWIDHA 1.x in Punjab, some issues cropped up for retrospection. The issues were either experienced or were based on the feedback received from the districts. Learning from experiences and user feedback, substantial changes were carried out to bring standardization and uniformity in the implementation of SUWIDHA in the state apart from having wider applicability & long-term sustainability of the project.

This stems from the fact that in the districts, there is no standard pattern of branches. Also the services being offered through SUWIDHA were localized. Another aspect has been the wider acceptability of SUWIDHA across the state.

All the above factors necessitated the requirement to initiate the development and implementation of SUWIDHA Version 2.0 at this stage in order to build a statewide standard, uniform and integrated project. The new version of SUWIDHA (Version 2.1) is mainly targeted to have uniform and standard appeal both in the form of standardization of branches, services and documents required for services as well as its applicability at more than one centers at different levels in district in order to have state-wide but district-centric approach.

### **1. Particulars of organization, functions and duties:**

Subject to the provisions of the Memorandum, the Board shall have the powers: -

1. to prepare and execute detailed plans and programs for establishment of the public facilitation citizen service centers and to carry on its administration and management after such establishment.
2. to receive grants and contributions and to have custody of the funds of the service centers and to manage the properties of the Society.
3. to prepare the budget estimates of the Society for each year and to sanction expenditure within the limits of budget as approved by the Board of Governors.
4. to prescribe rules and regulations for the implementation of e-governance applications in conformity with the policy approved in this behalf by the State Government and Board of Governors.

5. to create operating, administrative, technical, ministerial and other contractual posts under Society and to make appointments for the efficient management of the affairs of the society and to recruit, finalize the conditions of service and control the staff. For such purposes, the Society shall have its own rules without having any parity with the Punjab Government Service rules including leave, pension, HRA, DA and other allowances etc;
6. To co-operate with any other organization in the matter of IT in e-governance.
7. To enter into agreements for and on behalf of the society.
8. to sue and defend all legal proceedings on behalf of the society
9. To cooperate and collaborate with other State level, national and/or foreign institutions/international organizations in the pursuit of its objectives.
10. To delegate, to such extent as it may deem necessary, any of its powers to any Officer or Committee or Board.
11. To consider and pass such Resolutions on the annual report, the annual accounts and the financial estimates of the society as it thinks fit. Such annual reports, annual accounts and financial estimates along with the resolution passed by the Board being submitted to the State Government.
12. To make, adopt, amend, vary or rescind from time to time, with the prior approval of the State Government, Bye-laws for
  - Ø the regulation of and for administration of the affairs of the society & for the furtherance of its objects:
  - Ø for the conduct of the business of the Board & the Committees to be appointed by it
  - Ø for delegation of its powers.
  - Ø for the co-operation of Members to the Board.

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## **2. The powers and duties of the Officers & Employees**

**Name of the Office: S.S.C.S, Suwidha Centre, Rupnagar.**

**Powers of the Governing Body:** Subject to the Memorandum of Association and these Rules, and the rules and regulations and guidelines laid down by the Punjab the governance society from time to time, but without prejudice to the generality of powers and duties, the Governing Body shall have full functional autonomy and shall exercise the following powers inter-alia:

- i. Take decision on matters of policy relating to the administration and working of the Society;
- ii. Consider and approve programs of the Society within the scope of the objectives of the Society mentioned in the Memorandum of association;
- iii. Workout and recommend to the Punjab State E-Governance Society the eligibility conditions, duration, selection process etc for various types of system integrators, developers, stake holders, financial collaborators, public-private partners, implementers, executors of the various e-Governance initiatives including franchises of Sukhmani and other citizen services centers;
- iv. Workout and recommend to the Punjab State E-Governance Society Rules and Regulations and Bye-laws for the conduct of the affairs of the Sukhmani Society and also to recommend to the Punjab State E-Governance Society to add, amend, or repeal the rules and regulation from time to time;
- v. Consider, approve and authorize operation of the funds of the Society in line with the overall guidelines of Government of Punjab and Punjab E-Governance Society.
- vi. Collect payments and user charges on behalf of other departments and agencies and transfer it in the manner prescribed in the agreements with Punjab E-Governance Society and Government;
- vii. Frame norms, guidelines and terms and conditions of agreement with stakeholders and franchises to establish Sukhmani Centres and to add to or amend them from time to time;
- viii. Appoint Committees or Sub-Committees, by whatever name called, comprising member(s) of the Society and such experts and officers of the Society as may be nominated by it for specific tasks, for the disposal of any of its business or for tendering advice on any matter pertaining to the administration and management of the Society;
- ix. Create positions for temporary posts on job-work and/or outsourcing basis for the Society, lay down terms and conditions of service of such employees and method of appointments thereto;
- x. Acquire by gift, purchase, exchange, lease/ hire or otherwise any property movable or immovable and to construct, improve/alter, demolish or repair buildings, works and constructions as may be necessary or convenient for carrying on the activities of the Society;
- xi. Negotiate, enter into and make contracts and deeds on behalf of the Society without any Government support;

- xii. Solicit and receive grants, gifts, donations or other contributions from the Central/State Government or from any other source, provided it is approved by the Executive Committee;
- xiii. Do all such acts and things as are incidental or conducive to the discharge of the functions and attainment of any of the objects of the Society.

### **POWERS AND FUNCTIONS OF THE MEMBER SECRETARY:**

- a) The Member-Secretary shall be responsible for the proper administration of the Society. All other staff of the society shall be subordinate to the Member-Secretary. He shall be the custodian of the record, the funds of the Society & such other property of the society as the Board may commit to his charge.
- b) The Member-Secretary shall have such other powers & perform other duties as may be delegated or assigned to him by the Board.
- c) The Member-Secretary may delegate any of his powers to any of his subordinate with the approval of the Board.
- d) In the event of the post of the Member-Secretary remaining vacant or the Member-Secretary being absent or unable to perform his duties or any reason, it shall be open for the Board to direct any Officer or Officers in the service of the Society to exercise temporarily such powers & perform such functions and duties of the Member-Secretary as the Board may deem fit.
- e) The Member-Secretary of Board of Governor shall act as the Member-Secretary of the Society and the Board and will record the proceedings of the meetings of the General Body of the Society and of the Board of Governors and maintain a proper record of these meetings in accordance with the provisions of the Bye-laws and the Act.
- f) The Member-Secretary shall have the accounts maintained and also arrange for the annual audit in accordance with the provisions in the Rules and Bye-laws of the Society.
- g) The Member-Secretary shall carry out the general correspondence in connection with the work assigned to him/ her by the Chairman from time to time.
- h) To hire and fire the manpower for the society and other staff in accordance with Rules/regulations/ byelaws of the Society. To represent the society in all its legal matters jointly or through any authorized representative.
- i) To manage the properties or the money under the fund, to manage accounts and execute all contracts on behalf of the society. To collect funds for the society by donations, grants-in-aid, contributions and raising money whenever required.
- j) To prepare the budget relating to the administrative expenses of the body and committee such as expenditure on TA/ DA of the members, which shall be a legitimate charge on the fund.
- k) To exercise all other powers and execute such functions as may be assigned to him by the Body or the Executive Committee.

l) To do all acts, deeds and things necessary for carrying out his functions as Member-Secretary.

**The powers and duties of the Employees:-**

<b>Sr.No.</b>	<b>Name of the Post</b>	<b>Powers &amp; Duties</b>
1	Suwidha Administrator	Responsible for supervision, administration and security of database and for proper networking analysis, design, development and maintenance of the system for running the suwidha centre in the district as per requirement. He will also be responsible for efficient and uninterrupted functioning of the various types of services being provided by the suwidha centre and for proper security, safety, secrecy and upkeep of the record/documents/data/software applications.
2	Accountant	Responsible for all the accounts related matter of suwidha matter which include day to day maintenance of accounts, cash book, receipt/payment, deposition of the collected amount, preparation of various account like trial balance, balance sheet. Also responsible for maintaining the stock register, cash book, cheque issue register and file handling related work of suwidha centre.
3.	Data Entry Operator	Responsible for making data entry concerning various types of services being provided by suwidha centre complete accuracy of data being entered. Also responsible for proper security, safety, confidentiality and upkeep of record/documents/data which are entrusted to the operators.
4.	Peon	Delivers the Dak to the Concerned Offices/Branches.

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## Manual 4

The particulars of any arrangement that exists for consultation with, or representation by, the members of public in relation to the formulation of its policy or implementation thereof

<b>Sr. No.</b>	<b>Subject/Topic</b>	<b>It is mandatory to ensure public participation (Yes/No)</b>	<b>Arrangements for seeking public participation</b>
<b>1</b>	Where there is any provision to see consultation/ participation of public or its representatives for formulation of policies?	Yes	The above board consist of members from different sectors/fields i.e Information & Technology, Prominent Citizens and Social Workers to take comprehensive & progressive view in decision making.

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## Manual 5

**Publication of Information regarding items specified by Rules-4 (1) b (4) of the Right to Information Act 2005 (To norms set for the discharge of the functions)**

**Name of the Office: S.S.C.S, Suwidha Centre, Rupnagar.**

Sr.No.	Category of the document	Name of the document and its introduction in one line	Procedure to obtain the document	Held by /under control of
1	Rules and regulation of Society	Memorandum of association	Can be obtained by putting the request to Hon'ble Chairman of the Society	Chairman
2	Documentary	Files: -Documents related to Suwidha operations	- do -	Under control of Member Secretary
3	Accounts	<b>Cash book:</b> - containing records of accounts of society	- do -	- do -
		<b>Daily Cash Register:</b> - Containing entries of daily receipts	- do -	- do -
		<b>Stock Register:</b> - Containing the records of all hardware items	- do -	- do -
		<b>Stationary Register:</b> - Containing the records of all Stationary items	- do -	- do -
		<b>Cheque issue Register:</b> - For keeping record of all issued /cancelled cheque	- do -	- do -

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## Manual 6

A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice and as to whether meeting of those boards, councils, committees and other bodies are open to the public or the minutes of such meetings are accessible for public.

Please provide information on Boards, Councils, Committees and Other Bodies related to the public authority in the following format:

- Name and address of the Affiliated Body  
Sukhmani Society for Citizens Services, Rupnagar.
- Type of Affiliated Body (Board, Council, Committees, Other Bodies )  
Boards of Governors of the Society
- Brief Introduction of the Affiliated Body (Establishment Year, Objective / Main Activities)

**Establishment Year:** - Sukhmani Society for Citizens Services, Rupnagar established on 10.06.2004 with registration No. 1392/2004-05 as per the Society Registration Act XXI of 1860

**Objective/Main Activities:** - The primary objective of the Sukhmani Society for Citizen Services, Rupnagar is to establish manage, operate, maintain and control various service centre, including Suwidha Centre and any other e-Governance Centers in the District for providing integrated citizen services to the public pertaining to all department under one roof in an efficient transparent convenient and friendly manner using IT of otherwise in all or any aspects of citizen services to maximize speed, accountability, objectivity, affordability and accessibility from the respective of the citizens.

- Role of the Affiliated Body (Advisory/Managing/Executive/Others)

### **Chairman/Chief Executive Officer:-**

a) All programs and activities of the society shall be executed under the direct superintendence, control and directions of the Chief Executive Officer subject to the policy guidelines, if any, laid-down by the Board of Governors.

b) The Chief Executive Officer of the Executive Committee shall be competent to approve and sanction purchases of upto Rs. Ten lacs. Provide that the board may, through a resolution passed by two thirds majority vest any additional powers with the Chief Executive Officer.

### **Vice- Chairman**

To preside over the meeting of the society in absence of Chairman.

### **Member Secretary**

#### **Member Secretary of the Board of Governors:**

- (a). The Member-Secretary of Board of Governors shall act as the Member-Secretary of the Society and will get the proceedings recorded of the meetings of the Society and of the Board of Governors and maintain a proper record of these meetings in accordance with the provisions of the Bye-laws of the Society.
- (b). He shall carry out the general correspondence in connection with the work of the society.
- (c). He shall represent the society in all its legal matters jointly or through any authorized representative.
- (d). He shall be the custodian of the records and property of the Society & such other funds of the society as the Board may commit to his charge. The Member-Secretary shall have the accounts maintained and also arrange for the annual audit in accordance with the provisions in the Rules and Bye-laws of the Society.
- (e). He shall prepare the budget relating to the administrative and other expenses of the Society including expenditure on TA/DA of the members, which shall be a legitimate charge on the fund.
- (f). He shall manage accounts of the money received by the Society , execute all contracts on behalf of the society and receive funds for the society through donations, grants-in-aid, and other contributions.
- (g). The Member-Secretary shall have such other powers & perform other duties as may be delegated or assigned to him by the Chairman. The Member-Secretary may delegate any of his powers to any of his subordinate with the approval of the Chairman of the Board of Governors.

#### **Functions & Responsibilities of the Member Secretary of the Executive Committee:**

- a. The Member-Secretary of the Executive Committee shall be responsible for the proper execution of all IT & e-Governance, and Citizen service projects as approved by the Board of Governors or the Executive Committee.
- b. He shall be responsible for the proper day to day administration of all the activities of Society.
- c. In the event of the post of the Member-Secretary remaining vacant or the Member-Secretary being absent or unable to perform his duties or any reason, it shall be open for the Board to direct any Officer or Officers in the service of the Society to exercise temporarily such powers & perform such functions and duties of the Member-Secretary as the Board may deem fit.

<b>Sr. No.</b>	<b>Designation &amp; Address</b>	<b>Status</b>
1.	Deputy Commissioner, Rupnagar	Chairman
2.	A.D.C. (General), Rupnagar	Vice Chairman
3.	A.C. (Grievances), Rupnagar	Member- Secretary
4.	A.C. (General), Rupnagar	Member
5	S.D.M., Rupnagar	Member
6	S.D.M., Anandpur Sahib	Member
7	District Transport Officer, Rupnagar	Member
8	District Revenue Officer, Rupnagar	Member
9	Chief Medical Officer, rupnagar	Member
10	District Treasury Officer, Rupnagar	Member
11	General Manager (DIC), Mohali (S.A.S. Nagar)	Member
12	District Education (S) Officer, Rupnagar	Member
13	Lead Bank Officer, Rupnagar	Member
14	Deputy ESA	Member
15	District Town Planner	Member
16	Deputy Director Sainik Welfare, Rupnagar	Member
17	District Social Security Officer, Rupnagar	Member
18	District Small Savings Officer, Rupnagar	Member
19	District Informatics Officer, Rupnagar	Member
20	District Informatics Assistant, Rupnagar	Member
21	Xen, PWD (B & R), Rupnagar	Member
22	District Telephone Exchange Officer, Rupnagar	Member
23	Executive Officer (MC), Rupnagar	Member
24	District Nazir	Treasure

**Executive Committee of the society:**

a) There shall be an Executive Committee to carry out the routine decision making and manage the day to day affairs and the funds of the Society.

b) The Executive Committee shall be accountable to the Board of Governors.

- Structure and Member Composition

The Executive Committee of the Society shall be composed as under:-

<b>Sr. No.</b>	<b>Designation &amp; Address</b>	<b>Status</b>
1.	Deputy Commissioner, Rupnagar.	Chairman
2.	A.D.C. (General), Rupnagar.	Vice Chairman
3.	A.C. (Grievances), Rupnagar.	Member- Secretary
4.	A.C. (General), Rupnagar.	Member
5	S.D.M., Rupagar.	Member
6	SDM, Anandpur Sahib	Member

- Head of the Body

Deputy Commissioner-cum-Chairman, Sukhmani Society for Citizen Services, Rupnagar.

- Address of main office and its Branches

It has set detailed norms under the citizen services available with office of the Deputy Commissioner, Sukhmani Society for Citizen Services (Suwidha Centre), Mini Secretariat, Rupnagar.

- Frequency of Meetings

The board shall ordinarily meet 4 times in a year but the gap between one meeting and other shall not be more than 120 days.

- Can public participate in the meetings?

Yes, three eminent citizens to be nominated by chairman as nominated members can participate in the meeting on the behalf of public.

- Are minutes of the meetings prepared?

Yes

- Are minutes of the meetings available to the public? If yes please provide information about the procedure to obtain them.

Yes, can be obtained by putting request to the Chairman of the Society.

Chairman, SSCS  
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## Manual 7

The names, designations and other particulars of the Public Information Officers:

Sr. No.	Name of the APIO/PIO/ Appellate Auth.	Name of the post presently held	Designated as APIO/ PIO/ Appellate Auth.	Address	Office phone no. with STD code /mobile no.	Office fax no.	e-mail address
1.	S. A S Miglani IAS	Deputy Commissioner, Rupnagar	Appellate Authority	Mini Secretariat, Rupnagar	01881221150 (O) 01881221250 (R)	01881221180	rpr.suwidha@yahoo.com
2.	S. Sucha Singh Mast	Addl. Deputy Commissioner, Rupnagar	PIO	Mini Secretariat, Rupnagar	01881 221152 (O)	01881221165	-do-
3.	S. Paramjit Singh	District Revenue Officer, Rupnagar	APIO	Mini Secretariat, Rupnagar	01881 221154 (O) 9872500084 (M)	01881221165	-do-

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## Manual 8

The procedure followed in the decision making process including channels of supervision and accountability:

### 1. List of Board of Governors:

Sr. No.	Designation & Address	Status
1.	Deputy Commissioner, Rupnagar	Chairman
2.	A.D.C. (General), Rupnagar	Vice Chairman
3.	A.C. (Grievances), Rupnagar	Member- Secretary
4.	A.C. (General), Rupnagar	Member
5.	S.D.M., Rupnagar	Member
6.	SDM Anandpur Sahib	Member
7.	District Transport Officer, Rupnagar	Member
8.	District Revenue Officer, Rupnagar	Member
9.	Chief Medical Officer, rupnagar	Member
10.	District Treasury Officer, Rupnagar	Member
11.	General Manager (DIC), Mohali (S.A.S. Nagar)	Member
12.	District Education (S) Officer, Rupnagar	Member
13.	Lead Bank Officer, Rupnagar	Member
14.	Deputy ESA	Member
15.	District Town Planner	Member
16.	Deputy Director Sainik Welfare, Rupnagar	Member
17.	District Social Security Officer, Rupnagar	Member
18.	District Small Savings Officer, Rupnagar	Member
19.	District Informatics Officer, Rupnagar	Member
20.	District Informatics Assistant, Rupnagar	Member
21.	Xen, PWD (B & R), Rupnagar	Member
22.	District Telephone Exchange Officer, Rupnagar	Member
23.	Executive Officer (MC), Rupnagar	Member
	District Nazir	Treasure

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## Manual 9

### A directory of its officers and employees

#### District Suwidha Centre Rupnagar:

Sr. No.	Name Shri/Smt.	Designation	Std. Code	Phone No.		Fax	E-mail	Address
				Office	Home			
1.	S. A.S. Miglani, IAS	Deputy Commissioner - cum - Chairman	01881	221150	221250	221180		D.C. Residence, Rupnagar
2.	S. Sucha Singh Mast	ADC(G)- cum-Member Secretary	01881	221152	--	221165		S-1, ADC Residence, Rupnagar
3.	S. Pushpinder Singh Kailay, PCS	AC (G)-cum-Member	01881	221154	--	221165		S-3, Officers Residence, Rupnagar
4.	Saurabh Srivastva	System Administrator	01881	221154	--	221165	rpr.suwidha@yahoo.com	Rupnagar
5.	Meena Negi	Accountant	01881	221154	--	221165		Rupnagar
6.	Kamlesh Kumari	Data Entry Operator	01881	221154	--	221165		Rupnagar
7.	Premjit Singh	Data Entry Operator	01881	221154	--	221165		Rupnagar
8.	Avtar Singh	Data Entry Operator	01881	221154	--	221165		Rupnagar
9.	Kusum Kumari	Data Entry Operator	01881	221154	--	221165		Rupnagar
10.	Vikas Kumar	Data Entry Operator	01881	221154	--	221165		Rupnagar
11.	Parvinder Kaur	Data Entry Operator	01881	221154	--	221165		Rupnagar
12.	Amrinder Singh	Data Entry Operator	01881	221154	--	221165		Rupnagar
13.	Sukhwinder Singh	Data Entry Operator	01881	221154	--	221165		Rupnagar
14.	Baljit Kumari	Data Entry Operator	01881	221154	--	221165		Anandpur Sahib
15.	Ranjit Singh	Peon	01881	221154	--	221165		Rupnagar
16.	Sunita	Peon	01881	221154	--	221165		Rupnagar
17.	Manish Kumar	Sweeper	01881	221154	--	221165		Rupnagar
18.	Manish Kumar	Gardner	01881	221154	--	221165		Rupnagar

**Sub-division, Anandpur Sahib:**

Sr. No.	Name Shri/Smt.	Designation	Std. Code	Phone No.		Fax	E-mail	Address
				Office	Home			
1.	Mandeep Ranju	Asstt. System Administrator	01887	232015	--		mandeep.asa@gmail.com	Anandpur Sahib
2.	Gurjeet Singh	DEO	01887	232015	--			Rupnagar
3.	Deet Kumar	DEO	01887	232015	--			Rupnagar
4.	Gur Prasad	Peon	01887	232015	--			Anandpur Sahib
5.	Kuldeep	Sweeper	01887	232015				Anandpur Sahib

**Sub-division, Nangal:**

Sr. No.	Name Shri/Smt.	Designation	Std. Code	Phone No.		Fax	E-mail	Address
				Office	Home			
1.	Mandeep Ranju	Asstt. System Administrator	01887	221030	--		mandeep.asa@gmail.com	Anandpur Sahib
2.	Amandeep Kaur	Data Entry Operator	01887	221030	--			Rupnagar
3.	Rajinder Kaur	Data Entry Operator		221030	--			Kharar
4.	Harpreet Singh	Peon	01887	221030	--			Nangal
5.	Sanjeev Singh	Sweeper	01887	221030	--			Nangal

**Sub-division, Chamkaur Sahib:**

Sr. No.	Name Shri/Smt.	Designation	Std. Code	Phone No.		Fax	E-mail	Address
				Office	Home			
1.	Jatinderpal Singh	Asstt. System Administrator	01881	260400	--			Rupnagar
2.	Rajesh Kumar Bhatt	Data Entry Operator	01881	260400	--			Chamkaur Sahib
3.	Mandeep Singh	Data Entry Operator	01881	260400	--			Chamkaur Sahib
4.	Ranjit Singh	Peon	01881	260400	--			Chamkaur Sahib
5.	Sukhbir Singh	Sweeper	01881	260400	--			Rupnagar

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## Manual 10

**The monthly remuneration received by each of the officers and employees, including the system of compensation as provided in regulation**

**District Suwidha Centre Rupnagar:**

Sr. No.	Name Shri/Smt.	Designation	Monthly remuneration (in Rs.)	Compensation/Compensatory allowance	The procedure to determine the remuneration as given in the regulation
1.	Saurabh Srivastva	System Administrator	16000	Nil	As per Punjab State e-Governance Society guideline/direction
2.	Meena Negi	Accountant	8000	Nil	-do-
3.	Kamlesh Kumari	Data Entry Operator	5000	Nil	-do-
4.	Premjit Singh	Data Entry Operator	5000	Nil	-do-
5.	Avtar Singh	Data Entry Operator	5000	Nil	-do-
6.	Kusum Kumari	Data Entry Operator	5000	Nil	-do-
7.	Vikas Kumar	Data Entry Operator	5000	Nil	-do-
8.	Parvinder Kaur	Data Entry Operator	5000	Nil	-do-
9.	Amrinder Singh	Data Entry Operator	5000	Nil	-do-
10.	Sukhwinder Singh	Data Entry Operator	5000	Nil	-do-
11.	Baljit Kumari	Data Entry Operator	5000	Nil	-do-
12.	Ranjit Singh	Peon	3328	Nil	-do-
13.	Sunita	Peon	3328	Nil	-do-
14.	Manish Kumar	Sweeper	3328	Nil	-do-
15.	Manish Kumar	Gardner	3328	Nil	-do-

**Sub-divisional, Suwidha Centre, Anandpur Sahib:**

Sr. No.	Name Shri/Smt.	Designation	Monthly remuneration (in Rs.)	Compensation/Compensatory allowance	The procedure to determine the remuneration as given in the regulation
1.	Mandeep Ranju	Asstt. System Administrator	9000	Nil	As per Punjab State e-Governance Society guideline/direction
2.	Gurjeet Singh	DEO	5000	Nil	-do-
3.	Deet Kumar	DEO	5000	Nil	-do-
4.	Gur Prasad	Peon	3328	Nil	-do-
5.	Kuldeep	Sweeper	3328	Nil	-do-

**Sub-divisional, Suwidha Centre, Nangal:**

Sr. No.	Name Shri/Smt.	Designation	Monthly remuneration (in Rs.)	Compensation/Compensatory allowance	The procedure to determine the remuneration as given in the regulation
1.	Mandeep Ranju	Asstt. System Administrator	9000	Nil	As per Punjab State e-Governance Society guideline/direction
2.	Amandeep Kaur	DEO	5000	Nil	-do-
3.	Rajinder Kaur	DEO	5000	Nil	-do-
4.	Harpreet Singh	Peon	3328	Nil	-do-
5.	Sanjeev Singh	Sweeper	3328	Nil	-do-

**Sub-divisional, Suwidha Centre, Chamkaur Sahib:**

Sr. No.	Name Shri/Smt.	Designation	Monthly remuneration (in Rs.)	Compensation/Compensatory allowance	The procedure to determine the remuneration as given in the regulation
1.	Jatinderpal Singh	Assitt. System Administrator	9000	Nil	As per Punjab State e-Governance Society guideline/direction
2.	Rajesh Kumar Bhatt	DEO	5000	Nil	-do-
3.	Mandeep Singh	DEO	5000	Nil	-do-
4.	Ranjit Singh	Peon	5000	Nil	-do-
5.	Sukhbir Singh	Sweeper	3328	Nil	-do-

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## **Manual 11**

### **The budget allocated to each of the agency, indicating the particulars of all plans, proposed expenditure and reports disbursements made:**

There is no specific budget is allocated to Sukhmani Society for Citizen Services, Rupnagar for plans, proposed expenditures and reports on disbursements. However the financial requirement of the society are making under from its own funds generated by it through Suwidha charges collected as facilitation charges from various services. The society is a self sustaining body.

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Rupnagar

## **Manual 12**

### **The manner of execution of subsidy programs, including the amounts allocated and the details of beneficiaries of such programs:**

(A) The funds (Rs. 5,00,000/-) have been provided as a loan by the Department of Information & Technology to establish the Sukhmani Society for Citizen Services, Rupnagar and purchasing the required hardware and arrangement of manpower to run the society in the district.

(B) The loaning amount has been refunded to the department through Challan No.21 dated 04.05.2009 and its information sent to the department with Letter No.59/Suwidha dated 08.05.2009.

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## **Manual 13**

### **Particulars of recipients of concessions, permits or authorizations gained by it:**

The interest free loan amount provide by the Department of Information & Technology, Punjab for establishment of the Suwidha Society, that amount we have to refund only principle amount of Rs.5,00,000/- as provided by the department.

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Rupnagar

## **Manual 14**

### **The norms set for discharge of functions:**

The Sukhmani Society for Citizen Services is discharge its functions and duties under the provision of **Society Registration Act, XXI of 1860** and rules or by laws framed there under.

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## **Manual 15**

### **Details in respect of the information, available to or held, reduced in an electronic form:**

Status/information of application for any services provided by Sukhmani Society can be obtained in the electronic form through website where applicant can check his/her status of application and also from telephonic enquiry.

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## **Manual 16**

### **The particulars of facilities available to citizens for obtaining information including the working hours of a library or reading room, if maintained for public use.**

Means, methods or facilitation available to the public which are adopted by the department for dissemination of information.

#### **Like**

- Office Library
- Drama and Shows
- Through News paper

Information regarding new added services provided by the Suwidha Centre has published in leading newspaper and also information available on the notice board of the society.

- Exhibition
- Notice Board

containing information about the different services being provided by the Suwidha Centre

- Inspection of Records in the Office

Inspection of all records in the office of Sukhmani Society is done by Punjab State E-Governance constituted committee time to time.

- System of issuing of copies of documents

Sukhmani Society has setup the Suwidha Centre in the District for providing integrated citizen service to the public pertaining to all department under one roof in an efficient, transparent, convenient and friendly manner using information technologies facility to maximize speed, accountability, objectivity, affordability and accessibility from the prospective of the citizen. At present Suwidha Centre is providing the following services under one roof: -

**District Level Suwidha Centre, Rupnagar:**

Sr.No.	Services
1	Arm Licenses related Services
2	Services to Pensioners
3	Counter Signing of Documents
4	Character Verification
5	Issuances of Bus Passes
6	Issuance of Dependent Certificate
7	Issuance of Unmarried Certificate
8	Issuance of Licenses
9	Endorsement of SPA/GPA
10	Issuance of Nationality Certificate
11	Issuance of Copy of a Document/Inspection of Record & Misc. Services
12	Issuance of Marriage Certificate (Hindu Marriage Act/Special Marriage Act)
13	Issuance of ID-Card
14	Application for Appointment of Namberdar
15	Issuance of Birth Certificate
16	Issuance of Death Certificate
17	Issuance of Affidavits

18	Issuance of Permissions
19	Issuance of Indemnity Bonds
20	Issuance of Surety Bonds
21	Submission of Passport Applications
22	Issuances of No Objection Certificates
23	Non encumbrance Certificate
24	Inspection of Revenue Record
25	Application under Right to information Act 2005
26	Late Birth Registration
27	Late Death Registration
28	Legal heir Certificate
29	Caste and Area Certificate
30	Copy of Old Registry

### **Services running At Sub Divisional Level**

#### **Anandpur Sahib:-**

<b>Sr.No.</b>	<b>Services</b>
1	Endorsement of SPA/GPA
2	Issuance of Copy of a Document/Inspection of Record & Misc. Services
3	Issuance of Marriage Certificate
4	Issuance of Affidavits
5	Issuance of Permissions
6	Issuance of Indemnity Bonds
7	Issuance of Surety Bonds
8	Non encumbrance Certificate
9	Inspection of Revenue Record
10	Application under Right to information Act 2005
11	Caste and Area Certificate
12	Copy of Old Registry

### **Chamkaur Sahib:-**

<b>Sr.No.</b>	<b>Services</b>
1	Endorsement of SPA/GPA
2	Issuance of Copy of a Document/Inspection of Record & Misc. Services
3	Issuance of Marriage Certificate
4	Issuance of Birth Certificate
5	Issuance of Death Certificate
6	Issuance of Affidavits
7	Issuance of Permissions
8	Issuance of Indemnity Bonds
9	Issuance of Surety Bonds
10	Non encumbrance Certificate
11	Inspection of Revenue Record
12	Application under Right to information Act 2005
13	Late Birth Registration
14	Late Death Registration
15	Caste and Area Certificate
16	Income Certificate
17	Copy of Old Registry

### **Nangal:-**

<b>Sr.No.</b>	<b>Services</b>
1	Endorsement of SPA/GPA
2	Issuance of Copy of a Document/Inspection of Record & Misc. Services
3	Issuance of Marriage Certificate
4	Issuance of Birth Certificate
5	Issuance of Death Certificate
6	Issuance of Affidavits
7	Issuance of Permissions
8	Issuance of Indemnity Bonds
9	Issuance of Surety Bonds
10	Non encumbrance Certificate

11	Inspection of Revenue Record
12	Application under Right to information Act 2005
13	Late Birth Registration
14	Late Death Registration
15	Caste and Area Certificate
16	Income Certificate
17	Copy of Old Registry

- Printed Manual Available

Latest guidelines, directions and order as issued by department of information technology, Punjab State e-governance society are available with the technical administrator which is available on demand by the customers.

- Website of the Public Authority

Site link of Suwidha Centre, Rupnagar is also available on [www.rupnagar.nic.in](http://www.rupnagar.nic.in)

- Others means of advertising.

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