

List of Services, notified by the Short listed Departments under H.P. Public Services Guarantee Act/Rules, 2011 in Himachal Pradesh .

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List of Services, stipulated time period, Designated Officers, First appellate authority and Second appellate authority notified by the Short listed Departments under H.P. Public Services Guarantee Act/Rules, 2011 in Himachal Pradesh .

Name of the Deptt. and Notification No.	Notified Services	Stipulated time for providing the services.	Designated	First appellate authority	Second appellate authority
1. Animal Husbandry No. Ahy-A(3) 2/2011 dated 2-12-2011. (Three services).	1. Artificial Insemination.	i) At vety.. Inst. Two hours ii) At door steps: Not later than 12 hours.	Skilled Inseminator of the concerned area.	Dy. Director (AH)/B control- ling Officers of the concerned area.	State Informati- ion Commissi oner .
	2. Issuance of Health/ Fitness certificate	i) At very. Inst. Same day. ii) At door steps of the owner. Max.7 days.	Sr. Vety Officer/Vety. Officer of the concerned area.	-do-	-do-
	3. Postmortem of the livestock	i) Motorable site; Max. .12 Hours. ii) foot path site; Max24 Hours iii) In accessible site/area. Max 48-72 hours.	-do-	-do-	-do-
2 Agriculture Deptt. No. Agr-A(4) 1/2007-IV date 26-11-2011 (One Service)	1. Soil Testing (Sample)	60 days	Soil Testing Officer (concerned area)	Dy. Director (Agri.) of concerned Distt. and Distt Agri. Officers for Distts Lahaul & Spiti and Kinnaur.	SIC

3.Health Deptt. Notified vide No. Health – AH (i)1/2011 Dt.1-12-2011 (<u>Three old services</u>)	<u>1.Disability Certificate</u>				
	i) Without expert opinion/ investigation	Same day during working hours.	IGMC Shimla & Med College Tanda, Administrator, KNH Shimla; Superintendent Gr. –II	Principal IGMC for IGMC & KNH Principal Dr. RPGMC Tanda	-do-
	ii)With expert opinion /investigation	-do-	-do-	-do-	-do-
	<u>2.Post Mortem Report</u>				
	i) with visceral/chemical examination.	Within 72 working hours of conducting post mortem.	-do-	-do-	-do-
	ii) with visceral/ chemical examination.	Within 2 days during working hours after the receipt of report	-do-	-do-	-do-
	<u>3.Issuance of Medical Certificates.</u>				
	a) Post illness/fitness	Same day during working hours.	-do-	-do-	-do-
b) Medical certificate of fitness for driving license.	Within two working days after the submission of the application form and documents.	-do-	-do-	-do-	

<p>New Services of Health Department Notified vide No. Health-A-H)1) -1/2011 dated 3 -9-2013. (Six new Services)</p>	<p>c) Services entry fitness.</p>	<p>Within 3 working hours</p>	<p>-do-</p>	<p>-do-</p>	<p>SIC</p>	
	<p><u>4.OPD Slips/ Tickets</u></p>	<p>Within 30 minutes.</p>	<p>SMO/MO Incharge of the respective Institutions</p>	<p>PHC&CHC-BMO CH&RH-CMO ZH-Sr. MS</p>	<p>SIC</p>	
	<p><u>5.Emergency call attending</u></p>	<p>(i)Emergency call attending in peripheral Institutions on call</p>	<p>1 Hour</p>	<p>SMO or MO authorized by Head of Instt.</p>	<p>-do -</p>	<p>-do-</p>
	<p>(ii) Emergency call attending in Institutions on call</p>	<p>15 min.</p>	<p>-do-</p>	<p>-do-</p>	<p>-do-</p>	
	<p><u>6.Discharge of patient</u></p>	<p>Discharge of patient</p>	<p>Within 4 hours and 30 minutes on request of patient's attendant</p>	<p>-do-</p>	<p>-do-</p>	<p>-do-</p>

	<p><u>7.Lab Testing Report</u></p> <p>(i) Lab . Testing reporting emergency</p> <p>(ii) Lab Testing reporting emergency</p>	<p>Same day by 3 PM</p> <p>Same day within 2 hours (if test is feasible in two hours.</p>	<p>SMO or MO authorized by Head of Instt.</p> <p>-do-</p>	<p>PHC& CHC BMO CH& RH-CMO ZH-Sr . MS</p> <p>-do-</p>	<p>-do-</p> <p>-do-</p>
<p><u>4. Home (Fire Services) Notified vide. No. Home – F(F) 6-1-2011 dated 5-1-2012 (Two Services)</u></p> <p><u>5(NEW) Home (Police) vide Notification No. Home-A(A) (3)-2/2010 dated 29-02-2012. (Eleven Services New),</u></p>	<p><u>1).Issue of Fire Report .</u></p> <p><u>2). Issue of NOC for fire safety</u></p> <p><u>1.Supply of copy of FIR</u></p> <p><u>2.Passport verification (Regular)</u></p> <p><u>3. Passport verification (Tatkaal)</u></p> <p><u>4. Verification of character and antecedents when requested for by the</u></p>	<p>Within 7 days</p> <p>30 days</p> <p>Immediately after registration of FIR</p> <p>15 days after receipt of application in Police Station</p> <p>7 days after receipt of application in S.P. office</p> <p>15 days</p>	<p>Divisional Officer/ Station Fire Officer/ Sub Fire officer.</p> <p>Chief Fire Officer</p> <p>MHC</p> <p>SHO</p> <p>SP</p> <p>SHO</p>	<p>Chief Fire Officer</p> <p>Director, Fire Services, HP</p> <p>SO</p> <p>-do-</p> <p>IGP Range</p> <p>SO</p>	<p>-do-</p> <p>-do-</p> <p>SIC</p> <p>-do-</p> <p>-do-</p> <p>-do-</p>

	<u>Employer/ Organization</u> <u>5. NOC for pump, gas agency, Hotel & Bar etc.</u> <u>6.Arms License</u> <u>7.Transfer of Arms License</u> <u>8.Missing report</u> <u>9. Police assistance through SMS No. 9459100100</u> <u>10. Action on online complaints</u> <u>11. On line compounding of Traffic offences</u>	 -do- 15 days after the personal appearance -do- Immediately after receipt of the written complaints Action within 24 hours 24 hours subject to internet connectivity Immediately	 -do- SP/Addl. SP -do- SHO/Incharge Police Post SHO SHO SHO/ Incharge Traffic	 -do- IGP Range -do- SP SO -do- SO	 -do – -do- -do- -do- -do- -do- -do-
6. Irrigation & Public Health Deptt. Notified vide No. IPH- B(A) 4-2/2011	<u>1. Sanction of water connection (domestic/ commercial)</u>	 1 Month	 AE concerned	 EE of concerned Divn.	 -do-

<p>dated 14-12-2011 (<u>Three Servi services</u>)</p>	<p><u>2. Minor breakdown in drinking water supply and irrigation schemes.</u></p>	<p>1 day after supply of power by HPSEB</p>	<p>JE concerned</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>i) Failure of power Supply.</u></p>	<p>Within one day</p>	<p>-do-</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>ii) Minor breakdown in pumping machinery due to greasing, oiling, change of gland packing pump checking ailment and replacement of Nuts. Bolts. Services etc.</u></p>	<p>one day</p>	<p>-do-</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>iii) Breakage of existing fittings, union, valve, line etc.</u></p>	<p>one days</p>	<p>-do-</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>iv) Bursting of packing of flanges of common headers/suction pip or rising main.</u></p>	<p>Two days .</p>	<p>-do-</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>v) Leakage in rising main.</u></p>	<p>Two days.</p>	<p>-do-</p>	<p>-do-</p>	<p>-do-</p>

	<p><u>3) Major breakdown in drinking water supply and irrigation schemes</u></p> <p><u>i) Burning of transformer of HPSEB and failure of supply.</u></p> <p><u>ii) Burning of electric parts due to lightening .</u></p> <p><u>iii) Land sliding during rainy season.</u></p> <p><u>iv) Pumps, Motors including stand by pump sets going out of order simultaneously</u></p>	<p>One day after restoration of powers supply</p> <p>3 days</p> <p>7 days</p> <p>7 days.</p>	<p>-do-</p> <p>-do-</p> <p>-do-</p> <p>-do-</p>	<p>-do-</p> <p>-do-</p> <p>-do-</p> <p>-do-</p>	<p>-do-</p> <p>-do-</p> <p>-do-</p> <p>-do-</p>
<p>7.Industry Deptt. Notification No. Ind-2(A)18-1/2006 dated 13-12-2011. (Seven Services)</p>	<p><u>i) Acknowledgement of entrepreneurship memorandum part-I.</u></p> <p><u>ii) Ack. of entrepreneurship memo. Part.II.</u></p> <p><u>iii) Issue of Essentiality certificate.</u></p>	<p>6 working days subject to completion of all formalities.</p> <p>30 working days.</p> <p>45 working days (30 days GM+15 days</p>	<p>GM,DIC/Dy. Dir./Member Secy.SWCA .</p> <p>-do-</p> <p>Director of Industries.</p>	<p>Director of Industries.</p> <p>-do-</p> <p>-do-</p>	<p>SIC</p> <p>SIC</p> <p>-do-</p>

<p>8.SJ&E department Vide Notification No. WLF-E (2) 1/78 dated 28-12-011 (Four Services)</p>	<p><u>iv) Issue of certificate of approval (Registration) of lessee under minor mineral rules.</u></p>	<p>at Directorate. 6 working days (rest as above).</p>	<p>Mining Officer.</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>v)Registration of firms, suppliers etc. with store purchase Organization.</u></p>	<p>15 working days. (as above).</p>	<p>Addl. Controller of Stores.</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>vi)Registration partnership of Firms.</u></p>	<p>7 working days (As above).</p>	<p>Addl. Dir.(Ind.) cum Registrar of firms/Dy.Dir. of Ind., Baddi & GM-cum-Dy.Registrar of firms in their respective jurisdiction.</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>vii) Registration of Sericulture Farmers/involved in Sericulture & Silk Industry in the State.</u></p>	<p>7 working days.(As above.)</p>	<p>Divn. Sericulture Officer.</p>	<p>-do-</p>	<p>-do-</p>
	<p><u>1.Issue of Identity Cards to Sr. Citizen.</u></p>	<p>3 days from the receipt of the complete application with requisite documents in the office of Distt. Welfare officer.</p>	<p>Distt. Welfare Officer of the concerned Distt.</p>	<p>Director, SCs/OBCs & Minority affairs Shimla</p>	<p>-do-</p>

	<p><u>2.Issue of Identity Cards to Persons with Disabilities.</u></p> <p><u>3. Relief under Scheduled Castes and Scheduled Tribes (Prevention of Atrocities), Rules. 1995.</u></p> <p><u>4)Disbursement of Stipend to the trainees under the scheme. Training and Proficiency in computer applications to SCs/STs /OBCs and Minorities.</u></p>	<p>3 days from the receipt of the complete application with requisite documents in the office of D.F.O.</p> <p>Within one month from the date of the receipt of complete documents by DWO.</p> <p>The amount of stipend to the eligible trainees will be disbursed by 15th of every month by crediting the amount of scholarship in the bank account of the trainee provided the trainee has 85% attendance in that month and has secured 50 % marks in the monthly test.</p>	-do-	-do-	-do-
<p><u>9. Panchayati Raj Department Notification</u></p>	<p><u>1.Registration of Births and Deaths and issuance of</u></p>	<p>Within 24 hours if Designated Officer is out</p>	<p>Panchayat Secy./Panchayat Sahayat of GP concerned</p>	<p>Panchayat Inspectors of Concerned Dev. Block.</p>	<p>SIC</p>

<u>No. PCH- HA(1) 11/2011 dated 19-1- 2012 (Six Services)</u>	<u>Certificates Thereof.</u>	of Tuesday .	.		
	<u>2.Registration of Marriages and issuance of certificates thereof.</u>	-do-	-do-	-do-	SIC
	<u>3.Issuance of copy of Panchayat record including Pariwar Register.</u>	With five days subject to the availability of record in the office of the G.P.	-do-	-do-	SIC
	<u>4.Issuance of BPL Certificate.</u>	Within 24 hours if the Designated Officer is out of station, in that event on every Tuesday.	Panchayat Secretary/ Sahayak of concerned GP with C/S of Pradhan.	-do-	SIC
	<u>5.Processing and disposing off the applications for transit permits for Minor Forest Produce (MFP).</u>	Within 24 hours after receiving the recommendatio ns of the Forest Guard of the area.	Pradhan Gram Penchayat concerned.	-do-	SIC
	<u>6 Issue of Ration card.</u>	Within 24 hours . If the Designated officer is out of station , in that event on every Tuesday.	Panchayat Secy./Pancha yat Sahayak of GP concerned	-do	SIC

<u>10. Revenue Deptt. Notification vide No. Rev. B (A) (3)/7/2011 dated 20th Dec.,2011. (Six Services)</u>	<u>1) Services Patwari Level.</u>				
	<u>i) Supply of copies of revenue records.</u>	Same day if Monday Wednesday or Friday otherwise on next such day .	Patwari	Tehsildar in Tehsil/Sub Tehsil	SIC
	<u>ii).Report for issuance of various certificates.</u>	-do-	-do-	-do-	-do-
	<u>iii).Reports of damages due to natural calamity.</u>	Within 7 days Monday, Wednesday or otherwise on next such day .	-do-	-do-	-do-
	<u>2.Tehsilder /Naib Tehilder Level</u>				
	<u>i)Issuance of various certificates.</u>	To be issued or refused within a speaking order on same day, if Officer is present otherwise next day.	Tehsilder/Naib Tehsilder.	Sub Divisional officers.	-do-
	<u>ii) Attestation of affidavits/ Power of Attorneys.</u>	Same day other is present otherwise next day.	-do-	-do-	-do-
	<u>iii) Registration of deeds/ documents</u>	To accepted or refused on the officers present otherwise next dat.	-do-	-do-	-do-

<u>11. T&CP Deptt. Notification No. TCP-A(3) 4/2011, dated 12-1-12 and 21-01 -2014 (Seven Services).</u>	<u>1. Certificate that land is not in Planning/ Special Area.</u>	3 working Days	1.DC Kangra, Chamba& Kullu (vested with power of Director TCP)	Director, Planning	SIC
			2.Chairman SAD (vested with the powers of Director TCP).	-do-	-do-
			3. CEO, BBNDA (vested with powers of Director, TCP	-do-	-do-
			4.Commissioner, MC Shimla (Chairman of Single Umbrella Committee)	-do-	-do-
			5.Town & Country Planning/ Asstt. Town Planner.	Secretary (TCP)	-do-
			6. Executive Officers of MCs (vested with the powers of Director (TCP).	Director (TCP)	-do-
	<u>2(i)Change of land use.</u>	60 days .	-do-	Secy.(TCP)	-do-

	<u>(ii) Site Inspection.</u>	7 days	-do-		
	<u>(iii) Intimation of observation</u>	15 days	-do-	Director (TCP)	-do-
	<u>3(i)Development permission</u>	60 days	-do-	---do---	-do-
	<u>(ii) Site Inspection.</u>	7 days	-do-		
	<u>(iii) Intimation of Observation</u>	15 days	-do-	Dir.(TCP)	-do-
	<u>4(i) NOC for release of basic services.</u>	30 days	-do-	-do-	-do-
	<u>(ii) Site Inspection.</u>	7days	-do-	-do-	-do-
	<u>(iii) Intimation of Observation</u>	15 days	-do-	-do-	-do-
	<u>5.Complaint regarding detection unauthorized Construction/deviation from approved plan & action thereof.</u>	30 days	-do-	-do-	-do-
	<u>6.Supplvig copy of record.</u>	7 days	-do-	-do-	-do-
	<u>7.Composition of offences.</u>	60 days	-do-	Secy. TCP)	-do-

<u>12 Urban Dev. Notified vide No. UD-A(3)6/2011 dated 1-2-2012 (Nine Services).</u>	<u>1.Registration of Birth.</u>	2 days	AC of M. Corp/E.O. of MC, Secy. of NP	Commr. of the Corp/SDM concerned	SIC
	<u>2.Registration of death</u>	-do-	-do-	-do-	-do-
	<u>3. Registration of marriage .</u>	-do-	-do-	-do-	-do-
	<u>4.Copy of Birth death& marriage certificate</u>	-do-	-do-	-do-	-do-
	<u>5.Preparation of Ration Card.</u>	15 days	-do-	-do-	-do-
	<u>6.Water supply/sewerage Permission /map .</u>	60 days	-do-	-do-	-do-
	<u>7)Building plan/Planning Permission /map</u>				
	<u>a) Fresh planning Permission</u>	90 days	-do-	-do-	-do-
	<u>b) Revised cum-completion plan</u>	-do-	-do-	-do-	-do-
	<u>i) Completion plan</u>	-do-	-do-	-do-	-do-
	<u>ii) Reconstruction on old line</u>	60 days	-do-	-do-	-do-

	<u>iii) Change of building use.</u>	-do-		-do-	-do-
	<u>8. Issuance of BPL Certificate</u>	-do-	-do-	-do-	-do-
		7 days.	-do-	-do-	-do-
	<u>9. NOC for Electricity .</u>		-do-		
		30 days.	-do-	-do-	-do-
<u>13.Housing Deptt. Notified No. HSG-A(3) - 3/2011 dt. 16-01-2012 (Eleven Services).</u>	<u>1.Enquiries regarding installment/ dues.</u>	Two weeks	Chief Accounts Officer.	CEO-cum-Secretary	SIC
	<u>2.Mortgage Permission:</u>	-do-	Administrative Officer.	CEO-cum-Secretary	-do-
	<u>i)For residential units.</u>	Two weeks	CEO-cum-Secretary	Secretary (Hsg.)	-do-
	<u>ii) For Industrial/ Commercial/ Institutional units .</u>	Two weeks	Concerned Executive Engineer/ Assistant Engineer	CEO-cum-Secretary	-do-
	<u>3. i) No Dues Certificate Regarding maintenance charges/ Certificate of non –encroachment/un-authorized</u>	Three weeks	CEO-cum-Secretary	Secretary (Hsg.)	-do-
	<u>ii) No dues</u>				

	<u>Certificate regarding full and final payment of Houses/Plots/Flats .</u>	One week	CEO-cum Secretary	-do-	-do-
	<u>4 Conveyance Deed.</u>	-do-	Administrative Officer	CEO-cum – Secretary	-do-
	<u>5.Issue of possession letter</u>	Eight weeks	Concerned Asstt. Engineer	-do-	-do-
	<u>6 Registration Conveyance Deed.</u>	Four weeks	CEO-cum-Secretary	Secretary (Hsg.)	-do-
	<u>7. Sanction of building plans</u>	Two weeks	Executive Engineer concerned/ Local Body.	-do-	-do-
	<u>8. Completion Certificate</u>	Four weeks	CEO-cum-Secretary	-do-	-do-
	<u>9.Refund.</u>	Four weeks	Executive Engineer Concerned	CEO-cum-Secretary	-do-
	<u>10. Water/ Sewerage connection</u>	Six weeks	CEO-cum-Secretary	Secretary (Hsg.)	-do-
	<u>11. Transfer of allotment of House/Plot/ Flat</u>	Six weeks	CEO-cum-Secy.	Secy.(HSG)	

<p><u>14. Transport Deptt. TPT-B(15)-3/2003-L-11 Dated 22-8-2014 (Three Services).</u></p>	<p><u>1. Registration of vehicles</u></p> <p><u>2. License. Conductor License</u></p> <p><u>3. Permanent Driving License/ Conductor License</u></p>	<p>6 working days after submission of complete paper and required fee/late fee etc.</p> <p>3 working days after submission of complete paper and required fee/late fee etc.</p> <p>6 working days after submission of complete paper and required fee/late fee etc.</p>	<p>Concerned Registering & Licensing Authorities</p> <p>-do-</p> <p>-do-</p>	<p>Commissi- oner Transport HP</p> <p>-do-</p> <p>-do-</p>	<p>SIC</p> <p>-do-</p> <p>-do-</p>
<p><u>15. Forest Department. Notification No. FFF-A(A)9-2/2011 dt. 26-11-2011. (Four Services).</u></p>	<p><u>1. Grazing permits.</u></p> <p><u>2) Compensation to be paid for killing domestic animals by wild life and for injuries inflicted/killing of human beings.\</u></p> <p><u>3) Grant of TD to right holders.</u></p>	<p>24 hours.</p> <p>24 hours.</p> <p>By 15 days by DFC concerned.</p>	<p>RO concerned.</p> <p>DFO (Territorial/Wildlife concerned.</p> <p>DFO concerned.</p>	<p>DFO Concerned.</p> <p>CF of Forests (Territorial/Wildlife concerned.</p> <p>CF concerned.</p>	<p>SIC</p> <p>SIC</p> <p>SIC.</p>

	<u>4) TD to Disaster sufferers.</u>	60 days after completion of all formalities.	-do-	-do-	-do-
<u>16 C0-0peration Notification No. Coop.a(3)-3/2011 dated 7-11-2015</u>	<u>1)Registration of Co-operative Societies under H.P. Cooperative Societies Act, 1968</u>	(a)Scrutiny of proposal and communication of deficiencies/ Discrepancies , if any 21 days	a)Assistant Registrar Cooperative Societies (ARCS) of concerned area for primary societies	Joint /Additional Registrar Cooperative Societies	SIC
		(b)Issuance of registration certificate after receipt of complete proposal 15 days	b) Dy./ Joint/ Additional Registrar for secondary societies c)Registrar Cooperative Societies (ARC) for State level society.	Registrar Cooperative Societies. Secretary (Co-op.)	SIC SIC
	<u>2)Amendment of byelaws:</u>	(i)Scrutiny of proposal and communication of deficiencies/ discrepancies, if any 21 days	Assistant Registrar concerned	Joint /Additional Registrar Cooperative Societies	SIC
	<u>a) Primary Cooperative societies ,except Co-op.Banks</u>	(ii) Registration of amendment after receipt complete proposal 15 days	Deputy Registrar concerned .	-do-	SIC

			Officer Incharge of the concerned society at Directorate.	Registrar Cooperative Societies.	SIC
	<u>3) Registration of Societies under H.P. Societies Registration Act, 2006 .</u>	(i) Scrutiny of proposal and communicatio -n of deficiencies/ discrepancies, if any 21 days	a)Deputy Registrar of societies (SDM) for Sub- Divisional level Societies.	D.C. concerned District.	SIC
		(ii) Issuance of registration certificate after receipt of complete proposal 15 days	b)Addl. Registrar of societies (Deputy Commissioner for District level Societies.	Registrar Cooperative Societies.	SIC
			c)Registrar Cooperative Societies for State level societies.	Secretary(Co -operation)	-DO-
	<u>4) Amendment of Byelaws of Societies under H.P. Societies Act, 2006.</u>	(i) Scrutiny of proposal and communicatio -n of deficiencies/ discrepancies, if any 21 days	Deputy Registrar of societies (SDM) for Sub-Divisional level Societies.	D.C. concerned District	-do-
		(ii) Issuance of registration certificate after receipt of	Addl. Registrar of Societies (Deputy Commissioner)	Registrar Cooperative Societies	-do-

		complete proposal 15days	for District level Societies. C)Registrar societies for State level Societies.	Secretary(Co -operation)	-do-