

**CHANDIGARH ADMINISTRATION  
DEPARTMENT OF PERSONNEL**

**NOTIFICATION**

Dated 13.09.2019

No. 28/67/1-IH(11)-2019/ **14032**

In exercise of the powers conferred under section 2(k) of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh by the Government of India, Ministry of Home Affairs vide Notification No. G.S.R. 1015(E) dated 14.08.2017, the Administrator, Union Territory, Chandigarh is pleased to notify the services, designated officers, first appellate authorities, second appellate authorities and the stipulated time limit for the purpose of Section 3 of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh, as detailed below:

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	DC Office (MA Branch)	Grant of event permissions like Road Show, Shobha Yatra, Nagar Kirtan Trade Fair Exhibition etc.	<u>Part 1 (four days)</u> To send the letters to all the concerned authorities like SSP (L&O), SSP (T&S), Chief Fire Officer, M.C Office, Chandigarh etc. for sending NOCs/Reports <u>Part –II (seven days)</u> Permission will be issued within 7 days after receipt of NOCs/Reports from all the concerned authorities. Subject to the condition that reports of all the concerned authority are ok.	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
2.	DC Office (MA Branch)	Countersignature on documents	<u>Part 1 (Four days)</u> To send the letters to all the concerned authorities i.e. Birth & Death Department, Registrar marriages etc. for sending genuineness reports <u>Part –II (Seven days)</u> Documents will be countersignature within seven days after receipt of genuineness reports from all the concerned authorities. Subject to the condition that reports of all the concerned authority are ok.	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
3.	DC Office (STA Branch)	Refund of Non Judicial Stamp Papers/ Court Fee orders	<u>Part-I (Five days)</u> Application of refund will be sent to Tehsildar (R) for verification <u>Part-II (Thirty days)</u> After receiving	Superintendent	Additional Deputy Commissioner	Deputy Commissioner-cum-Collector, U.T, Chandigarh (Revenue)

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
			verification report from Tehsildar (R), the online bill will be prepared after approval of competent authority			
4.	DC Office (STA Branch)	Refund of Treasury Challans	<p><u>Part-I (Five days)</u> Application of refund will be sent to Tehsildar (R) for verification</p> <p><u>Part-II (Ten days)</u> After receiving verification report from Tehsildar (R), the case will be submitted to the Collector for getting approval to send the case to the Commissioner, Chandigarh Revenue for sanction</p> <p><u>Part-III (Twenty days)</u> After receipt of the sanction order, the online bill will be sent to the Treasury, U.T, Chandigarh</p>	Superintendent	Deputy Commissioner -cum- Collector, U.T, Chandigarh (Revenue)	Commissioner Chandigarh Division Chandigarh (Revenue)
5.	DC Office (STA Branch)	Certified copies of Record	15 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
6.	DC Office (RIA Branch)	Registration of Partnership Firm	<p><u>Part-I (seven days)</u> To send the letter with application to concerned SSP, Chd for requesting the sending NOCs/Reports</p> <p><u>Part-II</u> After receiving the NOC from concerned authority the certificate will be issued in 20 days</p>	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
7.	DC Office (RIA Branch)	Registration of Welfare Society	<p><u>Part-I (seven days)</u> To send the letter with application to concerned SSP, Chd for requesting the sending NOCs/Reports</p> <p><u>Part-II</u> After receiving the NOC from concerned authority the certificate will be issued in 20 days</p>	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
8.	DC Office (RIA Branch)	Private Security Agency License	<p><u>Part-I (seven days)</u> To send the application for verification to concerned SSP</p> <p><u>Part-II (30 days)</u> After receiving the NOC from concerned authority the</p>	Additional Deputy Commissioner	Deputy Commissioner	Home Secretary

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
			certificate will be issued in 20 days			
9.	DC Office (RIA Branch)	MPKBY Agency	Part-I (seven days) To send the application for verification to concerned SSP <u>Part-II</u> After receiving the NOC from concerned authority the certificate will be issued in 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
10.	DC Office (RIA Branch)	SAS Agency	Part-I (seven days) To send the application for verification to concerned SSP <u>Part-II</u> After receiving the NOC from concerned authority the certificate will be issued in 20 days	Superintendent	Additional Deputy Commissioner	Deputy Commissioner
11.	DC Office (Revenue)	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 <sup>st</sup> Grade/Concerned SDM
12.	DC Office (Revenue)	Certified copies of all manual documents at village level if number of pages is 6-14)	5 days	Patwari	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/ Concerned SDM
13.	DC Office (Revenue)	Certified copies of all manual documents at village level if number of pages is 15-30)	7 Days	Patwari	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/ Concerned SDM
14.	DC Office (Revenue)	Certified Copies of all manual documents at village level if the number of pages more than 30	15 days	Patwari	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/ Concerned SDM
15.	DC Office (Revenue)	Private Partition of Land (mutual consent of landowners)	90 days for partition ( finalization at the time of attestation of mutation)	Assistant Collector Grade-II/Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/ Concerned SDM	Collector
16.	DC Office (Revenue)	Demarcation of Land (mutual consent of landowners	60 days 45 days- where police help is required (subject to the availability of police force)	Circle Kanungo	Assistant Collector Grade-II/ Tehsildar (Revenue)	Assistant Collector 1 <sup>st</sup> Grade/ Concerned SDM

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
17.	DC Office (Revenue)	Residence certificate	45 days	Tehsildar (Revenue)	Additional Deputy Commissioner	Deputy Commissioner
18.	DC Office (Revenue)	Late Entry orders of Birth & Death.	60 days	Tehsildar (Revenue)	Additional Deputy Commissioner	Deputy Commissioner Subject to the receiving report/ verification from MOH/ Hospital
19.	DC Office (Certificate Branch of SDM Office)	Issuance of SC certificate (Bonafide)	30 Days After receiving verification report from area Patwari and Tehsildar (Revenue), the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
20.	DC Office (Certificate Branch of SDM Office)	Issuance of SC certificate (Migration)	30 Days After receiving genuineness verification report from state of origin, and from area Patwari and Tehsildar (Revenue); both reports, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
21.	DC Office (Certificate Branch of SDM Office)	Issuance of OBC certificate (Bonafide)	30 Days After receiving verification report from area Patwari and Tehsildar (Revenue), the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
22.	DC Office (Certificate Branch of SDM Office)	Issuance of OBC certificate (Migration)	30 Days After receiving genuineness verification report from state of origin, and from area Patwari and Tehsildar (Revenue); both reports, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
23.	DC Office (Certificate Branch of SDM Office)	Issuance of Minority certificate	30 Days After receiving verification report from area Patwari and Tehsildar (Revenue), the certificate will be issued.	SDA of SDM (Central)	SDM (Central)	Deputy Commissioner
24.	DC Office (Certificate Branch of SDM Office)	Issuance of Nationality certificate	45 Days After receiving verification report from Police authority, and from area Patwari and Tehsildar (Revenue); both reports, the	SDA of SDM (Central)	SDM (Central)	Deputy Commissioner

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
			certificate will be issued.			
25.	DC Office (Certificate Branch of SDM Office)	Registration of Birth certificate in adoption cases	20 Days After receiving report of assessment of age of child from the Medical Supdt./ concerned authority, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
26.	DC Office (Certificate Branch of SDM Office)	Change of parents name in birth certificate in adoption cases	20 Days After receiving verification report of adoption deed from concerned Sub-registrar, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
27.	DC Office (Certificate Branch of SDM Office)	Permanent Residence certificate	30 Days After receiving verification report from Patwari and Tehsildar (Revenue), the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
28.	DC Office (Certificate Branch of SDM Office)	Issuance of Late Birth entry Orders	20 Days After receiving verification report from Medical Officer of Health/ the Hospital where the birth relates with, and from Patwari and Tehsildar (Revenue); both reports, the orders will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
29.	DC Office (Certificate Branch of SDM Office)	Issuance of Late Death entry Orders	20 Days After receiving verification report from Medical Officer of Health/ the Hospital where the death relates with, and from Patwari and Tehsildar (Revenue); both reports, the certificate will be issued.	Concerned SDA	Concerned SDM	Deputy Commissioner
30.	DC Office (Arms Branch)	New Arms License	<u>Part-I (20 days)</u> To forward case to concerned deptt/s <u>Part-II (45 days)</u> For final approval after receiving reports/NOCs from concerned Deptt./s	Superintendent	Additional District Magistrate	District Magistrate  Remarks- The days mentioned are just for recommending the case to Home Deptt/MHA (in case of PB License), subject to deposit all the requisite documents/ requisite fee
31.	DC Office	Area Extension of	<u>Part-I (20 days)</u> To forward case to	Superintendent	Additional District	District Magistrate

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	(Arms Branch)	Arm License	concerned deptt/s  <u>Part-II (45 days)</u> For final approval after receiving reports/NOCs from concerned Deptt./s		Magistrate	Remarks- The days mentioned are just for recommending the case to Home Deptt/MHA (in case of PB License), subject to deposit all the requisite documents/ requisite fee
32.	DC Office (Arms Branch)	Arms License Renewal	<u>Part-I (07 days)</u> To forward case to concerned deptt/s  <u>Part-II (30 days)</u> For final approval after receiving reports/NOCs from concerned Deptt./s	Superintendent	Additional District Magistrate	District Magistrate  Remarks- Subject to deposit all the requisite documents/ requisite fee
33.	DC Office (Arms Branch)	Outside Registration	<u>Part-I (20 days)</u> To forward case to concerned deptt/s  <u>Part-II (45 days)</u> For final approval after receiving reports/NOCs from concerned Deptt./s	Superintendent	Additional District Magistrate	District Magistrate  Remarks- Subject to deposit all the requisite documents/ requisite fee
34.	DC Office (Arms Branch)	Permission to purchase the weapon	30 working days	Superintendent	Additional District Magistrate	District Magistrate  Remarks Subject to deposit all the requisite documents/ requisite fee
35.	DC Office (Arms Branch)	Entry of weapon/deletion of weapon	30 working days	Superintendent	Additional District Magistrate	District Magistrate Remarks- The days mentioned are just for recommending the case to Home Deptt/MHA (in case of PB License)
36.	DC Office (Arms Branch)	Dealer's NOC	25 working days (approx)	Superintendent	Additional District Magistrate	District Magistrate  Remarks- Subject to deposit all the requisite documents/ requisite fee
37.	DC Office	Dealer's TL	25 working days (approx)	Superintendent	Additional District	District Magistrate

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	(Arms Branch)				Magistrate	Remarks- Subject to deposit all the requisite documents/ requisite fee
38.	DC Office (Arms Branch)	Sale permission	30 working days	Superintendent	Additional District Magistrate	District Magistrate  Remarks- 30 days are just for recommending the case to Home Deptt/MHA (in case of Prohibited Bore), after completion the 45 days notice, subject to deposit all the requisite documents/ requisite fee
39.	DC Office (Arms Branch)	Updation of all the licence related activities in NDAL-ALIS software	07 days after approving case	Superintendent	Additional District Magistrate	District Magistrate  Remarks- Or as per file received
40.	DC Office (Sub-Registrar)	Registration of documents/instruments and supply of certified copy of under the Indian Registration Act, 1908	Within fifteen working days	Sub Registrar	Registrar	Inspector General of Registration  Remarks- The matter for appointment of Officers under the said Act, needs to be dealt by the Establishment Branch of this office.
41.	DC Office (Sub-Registrar)	Issuance of order for refusal/deferment of registration, in case the impediment to registration is a mere informality or a defect capable of remedy	Four months or before the document becomes time barred	Sub Registrar	Registrar	Inspector General of Registration  Remarks- 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

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						becomes time bared. 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 bared as mentioned in para 137 ibid, comes out to be 120 days.
42.	DC Office (Sub Registrar)	Refusal/deferment of registration in case of deficiency of Stamp Duty	Within 15+15 days. 15 days for referring the document to the Collector for determination of deficient amount in Stamp Duty as per section 47 A of the I.S.A. Another 15 days for releasing the document after receipt of application with regard to the deposit of the requisite/deficient amount of Stamp Duty by the party	Sub Registrar	Registrar	Inspector General of Registration
43.	DC Office (Marriage Branch)	Registration of Marriage within 90 days under Chandigarh Compulsory Registration of Marriage Act, 2012	<u>Processing:</u> Same day, if the uploaded file is complete in all respect for locking.  <u>Issue of Certificate:</u> 7 Days from the day of approval by the Registrar of Marriages after receiving of verification from Police Department and other external agencies, if required.	Registrar of Marriages	Additional Deputy Commissioner	Deputy Commissioner-cum-District Registrar Marriages  Remarks- Subject to the satisfaction of the Registrar of Marriages & Verification received from Police Department and other external agencies, if required.
44.	DC Office (Marriage Branch)	Registration of Marriage after 90 days under Chandigarh Compulsory Registration of Marriage Act, 2012	<u>Processing:</u> Same day, if the uploaded file is complete in all respect for locking.  <u>Issue of Certificate:</u> 45 Days from the receiving of verification from Police	Registrar of Marriages	Additional Deputy Commissioner	Deputy Commissioner-cum-District Registrar Marriages  Remarks- Subject to the satisfaction of the Registrar of

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			Department and other external agencies (if required) and the appearance of the applicant/applicants and witnesses in the office after approval by the District/Chief Registrar of Marriages and Registrar of Marriage.			Marriages and District/Chief Registrar of Marriages & Verification received from Police Department and other external agencies, if required.
45.	DC Office (Marriage Branch)	Verification of Marriage Certificates	30 days	Registrar of Marriages	Additional Deputy Commissioner UT, Chandigarh	Deputy Commissioner –cum-District Registrar of Marriages, UT, Chandigarh  Remarks- Subject to the condition that number and date of registration of marriage is provided by the concerned department/ agency/ applicant.
46.	DC Office (Marriage Branch)	Issuance of Certified copies of Marriage Registration Certificate	30 days	Registrar of Marriages	Additional Deputy Commissioner UT, Chandigarh	Deputy Commissioner –cum-District Registrar of Marriages, UT, Chandigarh  Remarks- Subject to the condition that marriage registration number and date is provided by the applicant
47.	DC Office (Marriage Branch)	Correction in Marriage Certificate	30 days	Registrar of Marriages	Additional Deputy Commissioner UT, Chandigarh	Deputy Commissioner –cum-District Registrar of Marriages, UT, Chandigarh
48.	Estate Office	No Objection Certificate (NOC) for sale/gift/transfer of lease rights	45 days	Assistant Estate Officer	Estate Officer	Secretary Estate
49.	Estate Office	Change of ownership/lease-hold rights on the basis of sale deed/Gift Deed/transfer of lease rights	25 days	Assistant Estate Officer	Estate Officer,	Secretary Estate

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50.	Estate Office	Transfer on the basis of Intestate death /registered/un-registered Will; issuance of Public notice	35 days –Public Notice	Assistant Estate Officer	Estate Officer	Secretary Estate
51.	Estate Office	Change of Ownership on the basis of intestate death registered/un-registered Will on application after Public Notice	15 days	Assistant Estate Officer	Estate Officer	Secretary Estate
52.	Estate Office	Permission to Mortgage	35 days	Assistant Estate Officer	Estate Officer	Secretary Estate
53.	Estate Office	Grant of extension in time limit for construction	35 days	Assistant Estate Officer	Estate Officer	Secretary Estate
54.	Estate Office	Calculation and intimation of pending dues	35 days	Branch Incharge	Asstt. Estate Officer	Estate Officer
55.	Estate Office	Issuance of No dues Certificate (NDC) after depositing the dues, if any.	15 days	Branch Incharge	Asstt. Estate Officer	Estate Officer
56.	Estate Office	Execution of lease deed/conveyance deed after issuance of allotment letter	35 days	Assistant Estate Officer	Estate Officer	Secretary Estate
57.	Estate Office	Issuance of receipt after depositing of demand draft	15 days	Branch Incharge	Asstt. Estate Officer	Estate Officer
58.	Estate Office	Issuance of allotment letter after clearance of dues	20 days	Assistant Estate Officer	Estate Officer	Secretary Estate
59.	Estate Office	Offer of possession after execution of conveyance deed/lease deed	07 days	Assistant Estate Officer	Estate Officer	Secretary Estate
60.	Estate Office	Conversion from lease hold to Free hold	35 days	Assistant Estate Officer	Estate Officer	Secretary Estate
61.	Estate	Issuance of	20 days	Branch Incharge	Asstt. Estate	Estate Officer

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Office	duplicate copies, (such as allotment letter, possession slip/physical possession form)			Officer	
62.	Estate Office	Transfer on any ground where court case is involved	30 days for public notice 20 days for transfer	Estate Officer	Secretary Estate	The Advisor to the Administrator
63.	Estate Office	Check and Receipts and payments for fresh and revised building plan (under self-certification)	30 days	SDO(B)	Asstt. Estate Officer	Estate Officer
64.	Estate Office	Sanction of fresh and revised building plan for Institutional building, Commercial building petrol pumps and residential building above 2 Kanal as approved by PAC (U)	45 days	Estate Officer	Secretary Estate	The Advisor to the Administrator
65.	Estate Office	Grant of plinth level(DPC level)	20 days	SDO(Building)	Assistant Estate Officer	Estate Officer
66.	Estate Office	Grant of occupation Certificate upto 2 Kanal (Residential, Institutional and commercial Buildings)	45 days	Estate Officer	Secretary Estate	The Advisor to the Administrator
67.	Estate Office	Grant of occupation Certificate above 2 Kanal (Residential, Industrial & Institutional Buildings) Petrol pumps approved by PAC(U) Committee	60 days	Estate Officer	Secretary Estate	The Advisor to the Administrator
68.	Registering & Licensing	Issuance of Learner License	01 day	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport

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	Auhtori ty					
69.	Registe ring & Licensi ng Auhtori ty	Issuance of a new Driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
70.	Registe ring & Licensi ng Auhtori ty	Addition of another class of vehicle to driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
71.	Registe ring & Licensi ng Auhtori ty	Renewal of Driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
72.	Registe ring & Licensi ng Auhtori ty	Issuance of Duplicate Driving License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
73.	Registe ring & Licensi ng Auhtori ty	Issuance of Conductor License	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
74.	Registe ring & Licensi ng Auhtori ty	Renewal of Driving License of other state	10 days	Branch Incharge (License)	Officer Incharge (RLA)	Secretary Transport
75.	Registe ring & Licensi ng Auhtori ty	Issuance of International Driving Permit (IDP)	03 days	Officer Incharge (RLA)	Officer Incharge (RLA)	Secretary Transport
76.	Registe ring & Licensi ng Auhtori ty	Registration of a new vehicle	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
77.	Registe ring & Licensi ng Auhtori ty	Issuance of Duplicate RC	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
78.	Registe ring & Licensi ng Auhtori ty	Transfer of ownership vehicle within state	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
79.	Registe ring & Licensi ng	Transfer of ownership in case of death	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Auhtori ty	of owner				
80.	Registe ring & Licensi ng Auhtori ty	Change of address in Registration certificate (RC) of Vehicle with in State	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
81.	Registe ring & Licensi ng Auhtori ty	Endorsement of Hypothecatio n from RC	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
82.	Registe ring & Licensi ng Auhtori ty	Termination of Hypothecatio n from RC	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
83.	Registe ring & Licensi ng Auhtori ty	Alteration in RC such as Engine/Chassi s No./CNG kit No.	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
84.	Registe ring & Licensi ng Auhtori ty	Re- assignm ent of Registration Mark in case of Transfer from other State	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
85.	Registe ring & Licensi ng Auhtori ty	Renewal of Certificate of Registration of a Motor Vehicle (Non-Transport)	10 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
86.	Registe ring & Licensi ng Auhtori ty	Issuance of NOC to other State	03 days	Branch Incharge (Registration)	Officer Incharge (RLA)	Secretary Transport
87.	Munici pal Corpor ation (Engine ering– Buildin g and Road)	Rectification of potholes/ patch work	5	S.D.E. (B&R)of the area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.
88.	Munici pal Corpor ation (Engine ering– Buildin g and	Cleaning of back service lanes	12	S.D.E. (B&R) of the area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Road)					
89.	Municipal Corporation (Engineering-Building and Road)	Removal of unidentified debris (malba) from MC land	7	S.D.E. (B&R)of the area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.
90.	Municipal Corporation (Engineering-Building and Road)	Others misc. complaints such as setting right of kerbs/channels, paver blocks, cleaning of road-berms /kerbs/channels etc.	10	J.E.(B&R) of the area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.
91.	Municipal Corporation (Engineering-Building and Road)	Road cut permission upto Rs.10000/-	7	E.E.(B&R/PH)of the Area concerned	S.E.(B&R)	Chief Engineer, MC, Chd.
92.	Municipal Corporation (Engineering-Building and Road)	Road cut permission more than Rs.10000/-	20	E.E.(B&R/PH)of the Area concerned	SE(B&R)	Chief Engineer, MC, Chd.
93.	Municipal Corporation (Engineering-Horticulture)	Pruning of trees(Under 30 cm girth)	6	S.D.E.(Hort.)of the area concerned	E.E(Hort)	S.E.(B&R)
94.	Municipal Corporation (Engineering-Horticulture)	Pruning of trees(More than 30 cm girth),	45	S.D.E.(Hort.)of the area concerned	E.E(Hort)	S.E.(B&R)
95.	Municipal Corporation (Engineering-Horticulture)	Removal of dead/dangerous/over grown fallen trees	1	S.D.E.(Hort.)of the area concerned	E.E.(Hort)	S.E.(B&R)
96.	Municipal	Fault on street light/park	3	S.D.E.(Electrical) of the	E.E.(Elec)	S.E.(B&R)

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	Corporation (Engineering-Electrical)	lights/Individual pole street light		Concerned area		
97.	Municipal Corporation (Engineering-Electrical)	Replacement of damaged pole	20	S.D.E. (Electrical) of the Concerned area	E.E.(Elec)	S.E.(B&R)
98.	Municipal Corporation (Engineering-Electrical)	Replacement of damaged bollards and globe lights	10	S.D.E. (Elec.) of the area Concerned	E.E.(Elec)	S.E.(B&R)
99.	Municipal Corporation (Engineering-Public Health)	Issuance of Temporary Water Connection	5	E.E (PH) of the Concerned Area	S.E (PH)	Chief Engineer, MC, Chd.
100.	Municipal Corporation (Engineering-Public Health)	Issuance of Regular Water Connection (Upto 15 mm ferrule size)	5	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
101.	Municipal Corporation (Engineering-Public Health)	Issuance of Regular Water Connection (20mm to 40mm ferrule size)	5	E.E(PH-2)	S.E(PH)	Chief Engineer, MC, Chd
102.	Municipal Corporation (Engineering-Public Health)	Issuance of Regular Water Connection (Above 40mm ferrule size)	5	S.E (PH)	Chief Engineer	Commissioner, MC, Chd
103.	Municipal Corporation (Engineering-Public Health)	Issuance of Tertiary Treated Water Connection	10	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
104.	Municipal Corporation	Conversion from Commercial Water Tariff	15	E.E(PH-2)	S.E (PH)	Chief Engineer, MC, Chd

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	(Engineering–Public Health)	to Domestic Water Tariff				
105.	Municipal Corporation (Engineering–Public Health)	Temp/Permanent Disconnection of Water Meter	3	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
106.	Municipal Corporation (Engineering–Public Health)	Change of Name for Water Connection	3	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
107.	Municipal Corporation (Engineering–Public Health)	Testing of Meter (Fast or Slow)	15	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
108.	Municipal Corporation (Engineering–Public Health)	Checking of Blocked/Leakage of water Meter	2	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
109.	Municipal Corporation (Engineering–Public Health)	Refund of Water Meter Security	30	E.E(PH-2)	S.E (PH)	Chief Engineer, MC, Chd
110.	Municipal Corporation (Engineering–Public Health)	Issuance of Plinth Level Certificate	10	E.E(PH-2)	S.E (PH)	Chief Engineer, MC, Chd
111.	Municipal Corporation (Engineering–Public Health)	Checking/Challenge of Meter Reading Bill	3	S.D.E (PH) of the Concerned area	E.E(PH-2)	SE (PH)
112.	Municipal Corporation (Engineering–Public Health)	Issuance of new connection for shallow water Tubewell connection for	30	Chief Engineer	C.M.C	Secretary Local Govt. Chd. Admn.

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Public Health)	non potable purpose				
113.	Municipal Corporation (Engineering–Public Health)	Resolution of Complaint of low pressure due to leakage in the service pipe/blockage from ferrule	7	J.E. (PH)of the area concerned	E.E.(P.H)of the Concerned area	SE (PH)
114.	Municipal Corporation (Engineering–Public Health)	Complaints about muddy /contaminated water.	2	E.E.(PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd
115.	Municipal Corporation (Engineering–Public Health)	Issuance of new sewerage connection without road cut permission	7	E.E.(PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd.
116.	Municipal Corporation (Engineering–Public Health)	Issuance of new sewerage connection with road cut permission	28	E.E.(PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd.
117.	Municipal Corporation (Engineering–Public Health)	Supply of water tanker	1	S.D.E. (PH)of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd
118.	Municipal Corporation (Engineering–Public Health)	Resolving Blockage/overflowing sewerline	3	J.E. (PH)of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd
119.	Municipal Corporation (Engineering–Public Health)	Repair of damaged sewer line	8	S.D.E. (PH)of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd
120.	Municipal Corporation (Engineering–Public Health)	Removal of blockage in storm water drainage system	2	J.E.(PH) of the Concerned area	S.E.(P.H.)	Chief Engineer, MC, Chd

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
121.	Municipal Corporation (Engineering–Public Health)	Repair of storm water drains/replace ment of broken/missing road gullies and manhole covers	5	J.E./S.D.E.(PH) of the Concerned Area	S.E.(P.H.)	Chief Engineer, MC, Chd
122.	Municipal Corporation (MOH)	Issue of Birth Certificate	7	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
123.	Municipal Corporation (MOH)	Issue of Death Certificate	7	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
124.	Municipal Corporation (MOH)	Addition of name of child	10	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
125.	Municipal Corporation (MOH)	Correction in Birth certificate	14	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
126.	Municipal Corporation (MOH)	Correction in Death Certificate	14	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
127.	Municipal Corporation (MOH)	Non Availability certificate	30	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
128.	Municipal Corporation (MOH)	Cremation Certificate	10	Registrar(B&D)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
129.	Municipal Corporation (MOH)	Permission for keeping Pets	3	SI(HQ)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
130.	Municipal Corporation (MOH)	Permission for slaughter houses	16	Suptd. (Slaughter House)	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
131.	Municipal Corporation	Clearing of Garbage from Bins	2	Sub-Inspector area concerned	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	(MOH)					Additional Commissioner
132.	Municipal Corporation (MOH)	Sweeping of road	2	Sub-Inspector area concerned	Medical Officer of Health	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
133.	Municipal Corporation (Manimajra Branch)	Change of ownership/lease hold rights on the basis of Sale Deed/Gift Deed/Transfer Deed/Exchange deed (Manimajra).	30	Suptd(MM)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
134.	Municipal Corporation (Manimajra Branch)	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.	Municipal Corporation (Manimajra Branch)	Change of ownership/lease hold rights on the basis Regd./Un-Regd. Will (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
136.	Municipal Corporation (Manimajra Branch)	Change of ownership/lease hold rights on the basis Court Decree/Family Settlement/Partition Deed (Manimajra)	30	Suptd(MM)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
137.	Municipal Corporation (Manimajra Branch)	Conversion of property from residential to commercial (Manimajra)	30	Suptd(MM)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
138.	Municipal Corporation (Manimajra Branch)	Allotment of New H.No./Shop No. (Manimajra)	30	Suptd(MM)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
139.	Municipal Corporation (Manimajra Branch)	No Objection Certificate for Water/Electricity & Sewerage connections/ No Dues Certificate (Manimajra)	30	Suptd(MM)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
140.	Municipal Corporation	Issuance of ownership certificate	30	Suptd(MM)	Assistant Commissioner /Joint	Commissioner

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	ation( Manimajra Branch)	(Manimajra)			Commissioner /Additional Commissioner	
141.	Municipal Corporation (Booking Branch)	Permission to stack building material	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
142.	Municipal Corporation (Booking Branch)	Booking of water tanker	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
143.	Municipal Corporation (Booking Branch)	Booking of Community Centres /parks(upto sector47)	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
144.	Municipal Corporation (Booking Branch)	Booking of parks (sec47 onwards & villages)	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
145.	Municipal Corporation (Booking Branch)	Booking of open spaces under the jurisdiction of MC, Chd.	1	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
146.	Municipal Corporation (Booking Branch)	Refund cases of Community Centres /Parks/Open Space	25	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
147.	Municipal Corporation (Booking Branch)	Booking of ground for commercial purpose in Sector 17 circus ground, Sector 34 and Manimajra.	3	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
148.	Municipal Corporation (Booking Branch)	Permission for Advertisement	15	OSD-II	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
149.	Municipal Corporation (Estates)	No Objection Certificate for transfer of lease rights by Way of	31	SO (Estate) or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional	Commissioner

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Branch)	sale/gift/family transfer deed/exchange deed			Commissioner	
150.	Municipal Corporation (Estates Branch)	Change of ownership/transfer of leasehold rights by way of Sale/gift/transfer deed exchange deed	28	SO (Estate)or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
151.	Municipal Corporation (Estates Branch)	Transfer on the basis of Intestate death( with will/without will)/registered/unregistered Will	31	SO (Estate)or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
152.	Municipal Corporation (Estates Branch)	Permission to mortgage	21	SO (Estate)or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
153.	Municipal Corporation (Estates Branch)	Issuance of No Dues Certificate	28	SO (Estate)or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
154.	Municipal Corporation (Estates Branch)	Execution of lease deed/Deed of conveyance	21	SO (Estate)or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
155.	Municipal Corporation (Estates Branch)	Transfer of property in case of partnership Deed/Dissolution Deed/Change of Directors in case of Private Limited Company.	31	SO (Estate)or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
156.	Municipal Corporation (Estates Branch)	Transfer of property on the basis of court decree and Family settlement	31	SO (Estate)or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
157.	Municipal Corporation (Estates Branch)	Conversion from lease hold to freehold	60	SO (Estate)or AC(F&A)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
158.	Municipal Corporation	Supply of Duplicate Allotment letter/possess	5	Suptd(Colony)	Assistant Commissioner /Joint Commissioner	Commissioner

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	(Colony Branch)	ion letter for EWS			/Additional Commissioner	
159.	Municipal Corporation (Colony Branch)	Transfer of ownership rights, if any in Death Cases in Respect of T-Sites in Vikas Nagar, Mauli Jagran & Sector 52-53	31	Suptd(Colony)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
160.	Municipal Corporation (Colony Branch)	Issuance of permission to mortgage T-Sites against Loan	21	Suptd(Colony)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
161.	Municipal Corporation (Licensing Branch)	Issuance of New Registration Certificate/Renewal of Registration Certificate of Pedal Rickshaw/Loading Rehri	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
162.	Municipal Corporation (Licensing Branch)	Issuance/Renewal of Driving License for Pedal Rickshaw/Loading Rehri	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
163.	Municipal Corporation (Licensing Branch)	Issuance of New Licence /Renewal of Licence for Dhobi Ghat	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
164.	Municipal Corporation (Licensing Branch)	Renewal of Rent Deed of Old Book Market	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
165.	Municipal Corporation (Licensing Branch)	Issuance/Renewal of Hawkers/Hand Cart Licence	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
166.	Municipal Corporation (Licensing Branch)	Disposal of Traffic Challan of Pedal Rickshaw/Rehri etc.	10	Suptd(Licensing)	Assistant Commissioner /Joint Commissioner /Additional Commissioner	Commissioner
167.	Municipal Corporation	Transfer of Licenses in Death Cases	20	Suptd(Licensing)	Assistant Commissioner /Joint	Commissioner

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	ation (Licensing Branch)				Commissioner /Additional Commissioner	
168.	Municipal Corporation (Tax Branch)	NDC- Clearance Certificate	30	Assistant Collector Tax	Chief Accounts Officer	Commissioner
169.	Municipal Corporation (Fire Branch)	Fire rescue/emergency call	At once/Immediate Action	Station Fire Officer	Chief Fire Officer	Commissioner
170.	Municipal Corporation (Fire Branch)	Issuance of Fire incident/occurrence report	10	Station Fire Officer	Chief Fire Officer	Commissioner
171.	Municipal Corporation (Fire Branch)	Issuance of Fire Safety Certificate	30	Station Fire Officer	Chief Fire Officer	Commissioner
172.	Municipal Corporation (Fire Branch)	Approval of building plan/drawings	30	Station Fire Officer (HQ)	Chief Fire Officer	Commissioner
173.	Municipal Corporation (Building Branch)	Sanctioning of Building Plan	40	JE(Buld.)	SDE(Buld.)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
174.	Municipal Corporation (Building Branch)	Issuance of D.P.C. Certificate	15	JE(Buld.)	SDE(Buld.)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
175.	Municipal Corporation (Building Branch)	Completion/ Occupation Certificate	15	JE(Buld.)	SDE(Buld.)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
176.	Municipal Corporation (Building Branch)	NOC for release of Electricity/Water/Sewerage connection	25	JE(Buld.)	SDE(Buld.)	Assistant Commissioner/ Joint Commissioner/ Additional Commissioner
177.	Municipal Corporation (	Removal of Dead Animal	2	S.I(HQ)	MOH	Assistant Commissioner/ Joint Commissioner/

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
	Building Branch)					Additional Commissioner
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 (Excluding the period of public notice)	Branch Head (AO)	Secretary	Chief Executive Officer
179.	Chandigarh Housing Board	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 case of lease hold properties )	20 days (Excluding the period of public notice)	Branch Head (AO)	Secretary	Chief Executive Officer
180.	Chandigarh Housing Board	Transfer on the basis of:- (a) Instate Demise. (b) Registered WILL. (c) Probated WILL.	25 days (Excluding the period of public notice)	Branch Head (AO)	Secretary	Chief Executive Officer
181.	Chandigarh Housing Board	Conversion from lease hold to free hold in respect of dwelling units.	30 days	Branch Head (AO)	Secretary	Chief Executive Officer
182.	Chandigarh Housing Board	Issuance of duplicate copy of allotment letter, possession slip and physical possession form.	30 days (Excluding the period of public notice)	Branch Head (AO)	Secretary	Chief Executive Officer
183.	Chandigarh Housing Board	Issuance of Allotment letter alongwith physical	15 days	Branch Head (AO)	Secretary	Chief Executive Officer

Sr. No.	Name of the Department	Name of the Services	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
		possession.				
184.	Chandigarh Housing Board	Issuance of No Dues Certificates.	15 days	Branch Head (AO)	Secretary	Chief Executive Officer
185.	Chandigarh Housing Board	Issuance of Lump sum payment certificate.	15 days	Branch Head (AO)	Secretary	Chief Executive Officer
186.	Chandigarh Housing Board	Issuance Interest component certificate.	15 days	Branch Head (AO)	Secretary	Chief Executive Officer
187.	Chandigarh Housing Board	Issuance of permission for mortgage of residential and commercial properties of CHB.	25 days	Branch Head (AO)	Secretary	Chief Executive Officer
188.	Chandigarh Housing Board	Refund of Earnest money or other deposit made.	30 days or as per terms & conditions of the scheme	Branch Head (AO)	Secretary	Chief Executive Officer

Note:

- (i) The time fixed in delivery of services will start from the expiry of notice period whenever prescribed under the Act/ Rules.
- (ii) For all purposes with regard to the 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, the Head of the Department shall be the Nodal Officer whose services are notified under the Act *ibid*.

Chandigarh, dated  
the 11<sup>th</sup> September 2019

Administrator  
Union Territory  
Chandigarh

Endst. No. 28/67/1/-IH(11)-2019/ **14033**

Dated: 13.09.2019

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

Special Secretary Personnel  
For Administrator  
Union Territory, Chandigarh

Endst. No. 28/67/1/-IH(11)-2019/ **14034**

Dated: 13.09.2019

A copy is forwarded to the Controller, Printing & Stationery, Union Territory, Chandigarh with the request to publish this notification in the official gazette (ordinary) and send 300 copies of this notification to this department immediately.

Special Secretary Personnel  
For Administrator  
Union Territory, Chandigarh

Endst. No. 28/67/1/-IH(11)-2019/**14035**

Dated: 13.09.2019

A copy is forwarded to the Commissioner, Chandigarh Right to Service Commission w.r.t letter No. CRSC/MS/2019/04 dated 14.01.2019 for information and necessary action.

Special Secretary Personnel  
For Administrator  
Union Territory, Chandigarh