

### Services provided by Department:

This Department provide the following type of services to the NRIs:

S. No.	Type of Service	Service Details	Timeline/ Quality
1	Attestation of various documents:	Various types of documents like birth certificate, educational qualifications, residence/ nationality proof are attested by the officers of this Department.	After verification, the documents returned to the concerned on the same day.

### Grievance Redressal Mechanism

This Department has a very effective Grievance Redressal Mechanism as under:

S. No.	Type of Service	Service Details	Timeline/ Quality
1	Redressal of the grievances of the NRIs.	Grievances received from the NRIs with regard to the safeguard of their property/Land related disputes, matrimonial disputes, duping by travel agents and harassment by foreign employers are sent to the Inspector General of Police/NRIs and other concerned quarters for redressal.	As the NRIs comes to India for a short stay, the Department tries to resolve their complaints possibly within 15 days.

Besides this, the following steps have been taken by this Department to resolve the problems of the NRIs:

1. Punjab State Commission for NRIs has been established by an Act to resolve the problems faced by NRIs in the year 2011.
2. 13 NRI Police Stations have been established throughout the state.
3. Fast Track Revenue Courts have been established for speedy disposal of NRIs cases and District Revenue Officers conferred with the powers of Assistant Collector First Grade for partition related matters of NRIs.
4. Special Civil Court (Judicial) for NRIs has been established at Jalandhar and two more courts are proposed to be set up at Ludhiana and Moga. In this regard, the Department of Home Affairs and Justice has been requested to take appropriate action.
5. Punjab Urban Rent control Act has been amended for the early eviction of the tenants from the properties owned by NRIs.
6. The New Punjab Security of Land Tenures (Amendment) Act 2013 and the PEPSU Tenancy and Agricultural Land (Amendment) Act, 2013 have also been amended and NRIs can get their Ancestral Agricultural Property and property purchased by NRIs vacated from tenants within five years.

7. To save Punjabi Youths from migration related frauds and harassment, the Prevention of Human Trafficking/Smuggling Act was enacted. Subsequently, this Act has been renamed as Punjab Travel Professional Regulation Act, 2014.
8. To safeguard NRIs and daughters of Punjab from marriage related frauds, the compulsory Marriage Registration Act has been enacted.
9. To facilitate and expedite the registration of NRI marriages, the power of marriage registration has been given to DCs, District Revenue Officers, Tehsildars and Naib Tehsildars.
10. The State have made 10% reservation for NRIs in allocation of residential and industrial plots.
11. The Punjab State Government puts check on registration of unwanted FIRs against NRIs by making it mandatory for SHOs to first get approval from SP or Superior Officers.
12. A separate NRI and women Wing of Punjab Police has also been established for looking into criminal cases related to NRIs. This Wing is headed by an I.G.P. Rank Officer. The Wing have a dedicated police force and cases related to NRIs are monitored by DIG/AIG. Nodal Officer of the Inspector rank of NRI Wing for also monitored such cases.
13. Honorary NRI Nambardars have been appointed.
14. Single Window Grievance Redressal System has been set up for NRIs and a Call Centre has also been set up at NRI Police Wing where all kind of complaints can be lodged on the Website of the Department of NRI Affairs.
15. NRI Samelans and NRI Sangat Darshan are also held to resolve the problems of NRIs.

a)	Name and contact details of public Grievance Officers.	Sh. Ishwar Singh, IG, NRI.
b)	Helpline No./Website url to lodge grievance:	0172-2260042 www.nripunjabpolice.com