

**CHAPTER-1 (MANUAL-
1) PARTICULARS OF
ORGANIZATION, FUNCTIONS AND
DUTIES**

Under section-4(1)(b)(i)

Name and address of the organization:-

Name: Department of Governance Reforms and Public Grievances

Address: Industrial Area, Sector 74, Phase- 8B, SahibzadaAjit
Singh Nagar,Punjab140308

Head of the organization:

Director

Key Objectives:

BACKGROUND

The prime focus of state government is empowerment of citizens,inclusive growth and all-round development by leveraging administrative reforms and emerging information technology tools. The Department of Governance Reforms is playing a pivotal role in implementation of e-governance initiatives at all administrative levels within the state, specially,in providing public services to the citizens in transparent and efficient manner. As part of Digital Punjab programme, back end computerization for various public services will be completed in 3 to 5 years.

The work allocated to the Department of Governance Reforms under the Allocation of Business Rules (1stAmendment), 2012 is asunder:-

1. *All matters relating to :-*
 - (a) *Administration reorganization and streamlining of administration;*
 - (b) *Reports of Administration Reforms Commission;*
 - (c) *Improvement in office procedures and systems;*
 - (d) *Indian Institute of Public Administration; and*
 - (e) *Formulation of policies regarding maintenance and retention of records.*
2. *Administrative reforms and e-governance in all Departments of the Government, reports of the Administrative Reforms Commission and*

Punjab Governance Reforms Commission, Nationale-Governance Programme.

3. *Administration of the Right to Information Act.*
4. *Management of the State Data Centre, State Wide Area Network, State Service Delivery Gateway and related matters.*
5. *Administration and all the matters of the Punjab Right to Service Act, 2011 and the Punjab Right to Service Commission.*
6. *To formulate policy on the use of Information Technology in the State of Punjab.*
7. *To formulate and implement a plan for induction of Information Technology at all levels, in coordination with the Government Departments concerned.*
8. *To give Technical advice to all departments regarding adoption of suitable Information Technology Systems for making appropriate arrangements to maintain the service.*

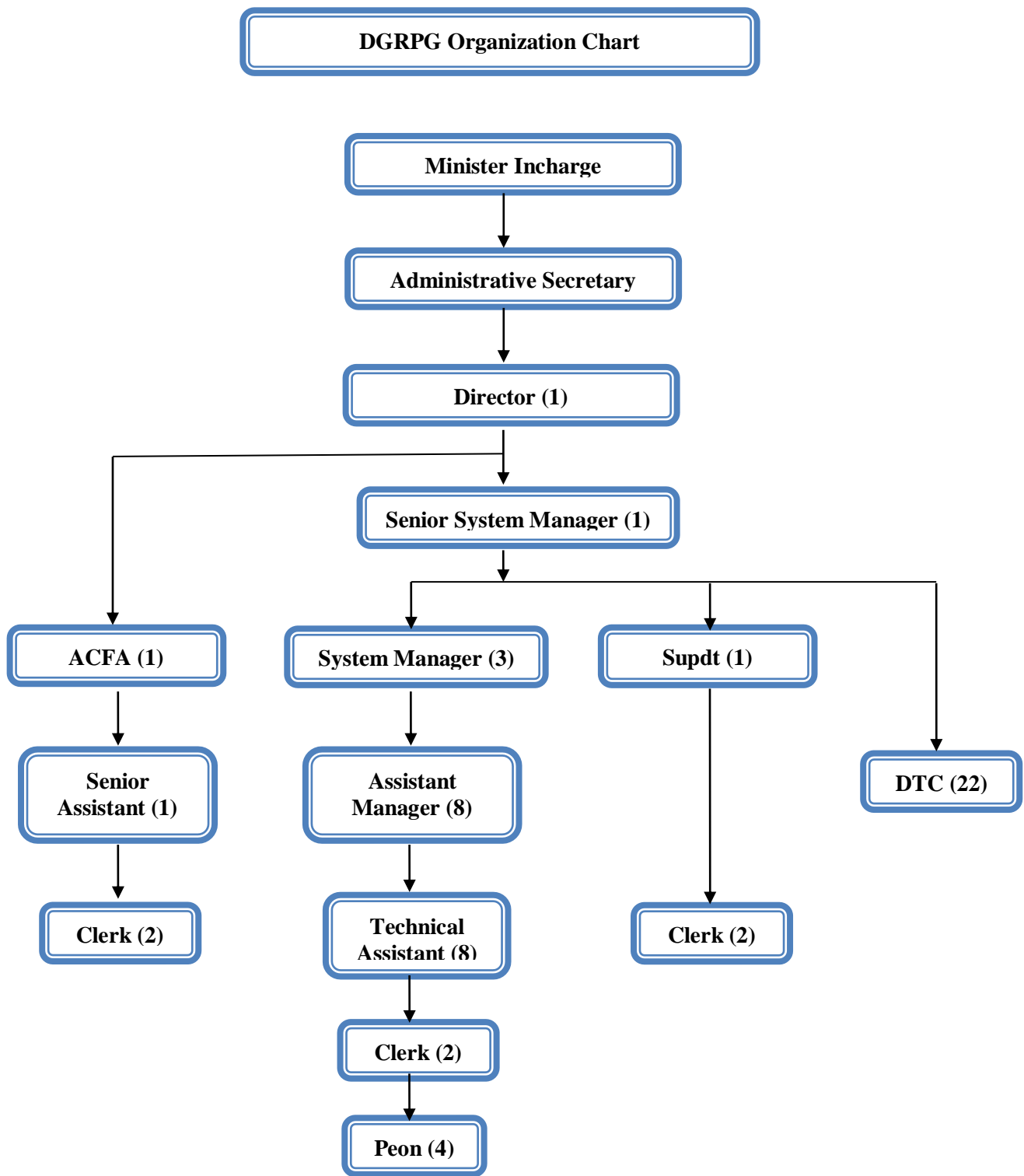
The Administrative Secretary of this Department shall report to the Minister-in-Charge directly:

Functions of Department of Governance Reforms

1. All matters related to:
 - a. Administrative re-organization and streamlining of administration
 - b. Reports of Administration Reforms Commission.
 - c. Improvement in office procedure and systems
 - d. Indian Institute of Public Administration ,and
 - e. Formulation of policies regarding maintenance and retention of records

2. Administrative Reforms and e-Governance in all departments of the Government, Reports of the *Administrative Reforms Commission* and Punjab Government Reforms Commission, National e-Governance Program.
3. Administration of the Right to Information Act.
4. Management of State Data Centre, State Wide Area Network, State Service Delivery Gateway and related matters.

Organization Chart:



Sanctioned Posts=56

Vacant Posts:28
(Includes 10 posts currently filled on outsourced basis)

Filled Posts:38
(Regular-27)
(Contract-1)
(Outsourced-10)

Sr. No	Name of the Post	PayScale	Sanctioned Posts	Filled			Vacant
				Regular	Contract	Outsourced	
01.	Director	IAS/PCS Scale	01	01	-	-	-
02.	Senior System Manager	37400-67000+8600 GP	01	0	-	-	01
03.	System Manager	15600-39100+6600 GP	03	03	-	-	0
04.	Assistant Controller (F&A)	15600-39100+5400 GP	01	01	-	-	-
05.	Supdt.	15600-39100+5400 GP	01	-	-	-	01
06.	Assistant Manager	10300-34800+5000 GP	08	01	-	-	07
07.	Tech. Assistant	10300-34800+4400 GP	08	02	-	-	06
08.	Distt. Tech. Coordinator	10300-34800+4400 GP	22	12	-	7	10*
09.	Senior .Assistant	10300-34800+4400 GP	01	01	-	-	0
10.	Clerk cum DEO	10300-34800+3200 GP	06	06	-	-	0
11.	Peon	DCRate	04	01	1	3	3* (Dying Cadre)
Total			56	27	1	10	28*

***Includes posts currently filled on outsourced basis.**