

**GOVERNMENT OF PUNJAB  
DEPARTMENT OF GOVERNANCE REFORMS & PUBLIC GRIEVANCES  
(GOVERNANCE REFORMS-2 BRANCH)**

**NOTIFICATION**

No. 5/3/2019-2GR2/ 392

Dated Chandigarh: 11-11-2020

In continuation of the notification issued vide 5/3/2019-2GR2/377 dated 02-11-2020 the Governor of Punjab is pleased to notify new public services, designated officers, appellate authorities and stipulated time-limits for the purpose of Section 3 of the Punjab Transparency and Accountability in Delivery of Public Service Act, 2018 as detailed below:-

**Department of School Education  
(State Council of Educational Research & Training Punjab)**

| Sr No. | Name of Service                                  | Given Time Limit (working Days)  | Designated Officer         | Appellate Authority        |
|--------|--|----------------------------------|----------------------------|----------------------------|
| 1      | NOC for setting up CBSE/ICSE School              | 15 days subject to complete case | Secretary School Education | Secretary School Education |
| 2      | Registration of Schools under Right to Education | 8                                | DEO (EE)                   | DEO (EE)                   |

**Department of Investment Promotion  
(Punjab Bureau of Investment Promotion)**

| Sr No. | Name of Service                          | Given Time Limit (working Days) | Designated Officer  | Appellate Authority                 |
|--------|--|---------------------------------|---|-------------------------------------|
| 1      | Investor queries and grievances handling | 15                              | Sector Officer (Relationship Manager)/ Regulatory Officer | Joint Chief Executive Officer, PBIP |

**Department of Governance Reforms and Public Grievances**

| Sr No. | Name of Service  | Given Time Limit (working Days) | Designated Officer                | Appellate Authority                       |
|--------|--|---------------------------------|-----------------------------------|---|
| 1      | Grievance addressed to Department District Nodal Officer | 7                               | Department District Nodal Officer | Assistant Commissioner Grievances Ac(Gr.) |
| 2      | Grievance addressed to Departmental State Nodal Officer  | 7                               | Department State Nodal Officer    | Head of Department (HOD)                  |

**NOTE:**

- a. In case services are sought through Sewa Kendras, an additional period of two days would be added to the above said given time limit and in such cases the Designated Officer and the In-charge of the Sewa Kendras, as the case may be, would be jointly and severally responsible for the delivery of such service.

- b. The time fixed for delivery of services would start from the expiry of notice period, wherever prescribed under the Act/ Rules.
- c. For all purposes with regard to the implementation of the Punjab Transparency and Accountability in Delivery of Public Service Act, 2018 , the Additional Deputy Commissioner (General) of the concerned district shall be the Nodal Officer in the district for all the departments whose services are notified under the Act *ibid*.
- d. The Special Secretary/ Additional Secretary/ Joint Secretary of the concerned department, as the case may be, shall be the Nodal Officer of the respective departments at the State Headquarter.
- e. The Government fee of public services, as notified by the concerned department, shall be applicable.

Chandigarh, the  
09-11-2020

**Anirudh Tewari**  
**Additional Chief Secretary to**  
**Government of Punjab**

No. 5/3/2019-2GR2/ 393

Chandigarh, the 11-11-2020

A copy is forwarded to all the Additional Chief Secretaries, Financial Commissioners, Principal Secretaries, Administrative Secretaries in the State of Punjab for necessary action.

↓  
**Additional Secretary**

No. 5/3/2019-2GR2/ 394

Chandigarh, the 11-11-2020

A copy is forwarded to the Registrar Punjab & Haryana High Court, Heads of all the Departments, Commissioners of the Divisions, Deputy Commissioners, Heads of all Boards & Corporations and Sub Divisional Magistrates in the State of Punjab for necessary action.

↓  
**Additional Secretary**

No. 5/3/2019-2GR2/ 395

Chandigarh, the 11-11-2020

A copy is forwarded to Controller, Printing & Stationery, Punjab with the request to publish this notification in the Punjab Government Gazette (ordinary) and 50 copies of this notifications may please be sent to this department.

↓  
**Additional Secretary**