

Annexure 6

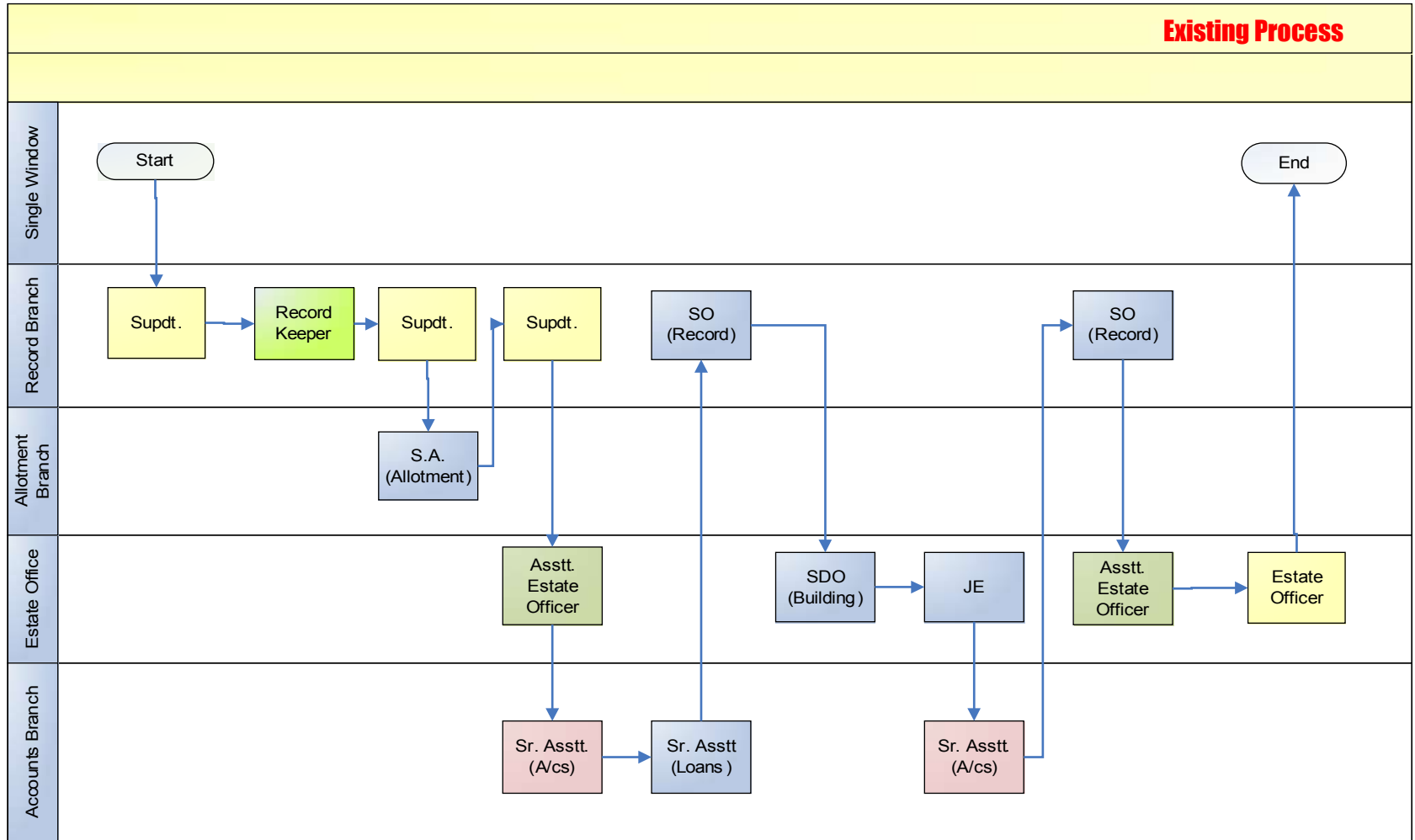
**Process Maps of the select services recommended
for BPR**

Punjab Governance Reforms Commission

Specific Recommendations of working
group of BPR

GMADA

Permission to Sale after Issuing Conveyance Deed i.e. Grant of NOC



GMADA

Permission to Sale after Issuing Conveyance Deed i.e. Grant of NOC

Re-engineering the work flow/process

Routing of files from Accounts Branch to Building Branch is to be discontinued

JEs need to conduct a survey of all non-constructional plots and provides list to the Sr. Asstt. (A/cs) once in three months

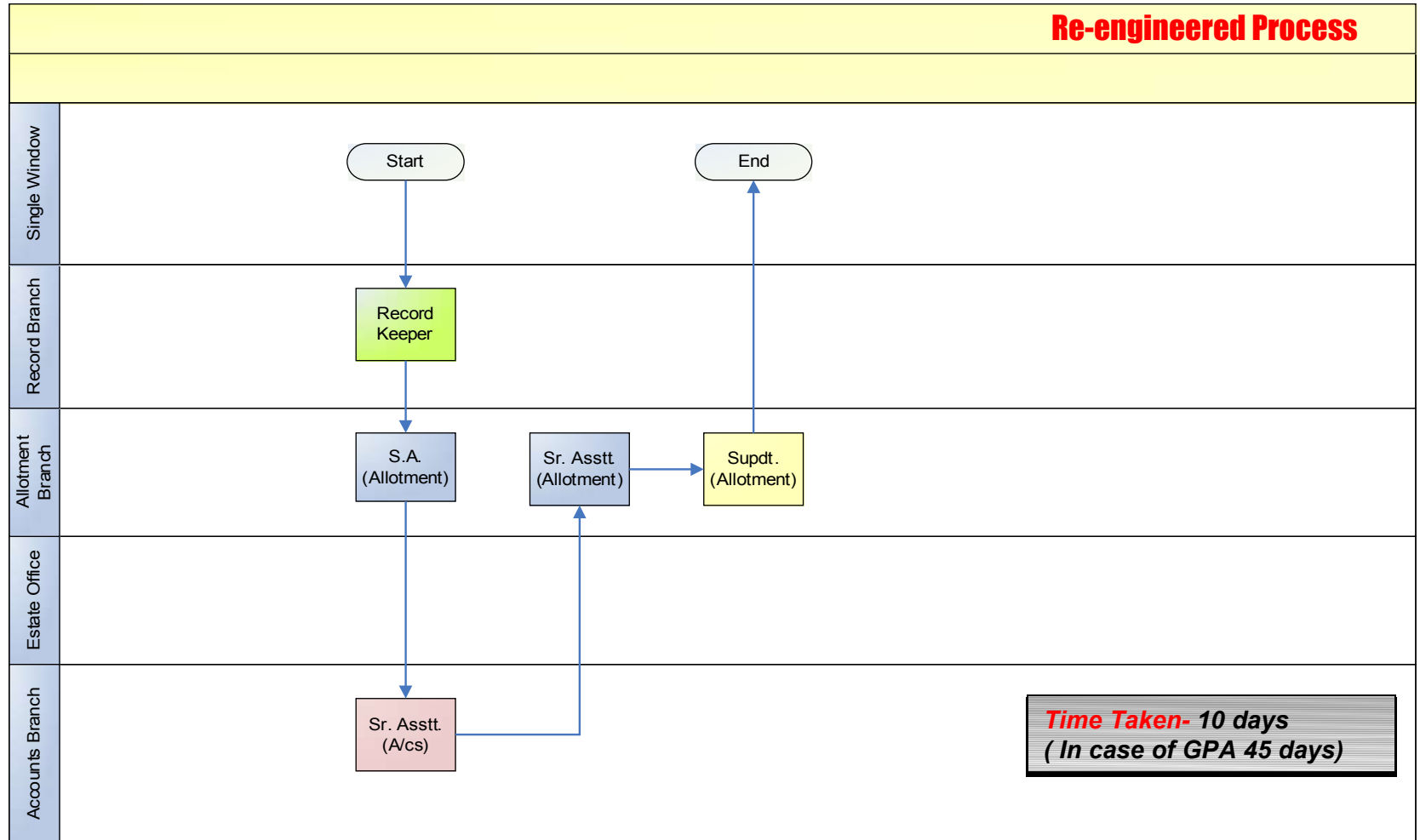
List of loan cases are to be provided to Sr. Asstt. (A/cs) every month

In case it is found that no loan has been taken against particular property from the Housing Board/PUDA, file will not be send to Sr. Asstt. (A/cs) also

Present level of disposal of E.O. need to be reduced to Supdt. (Allotment)

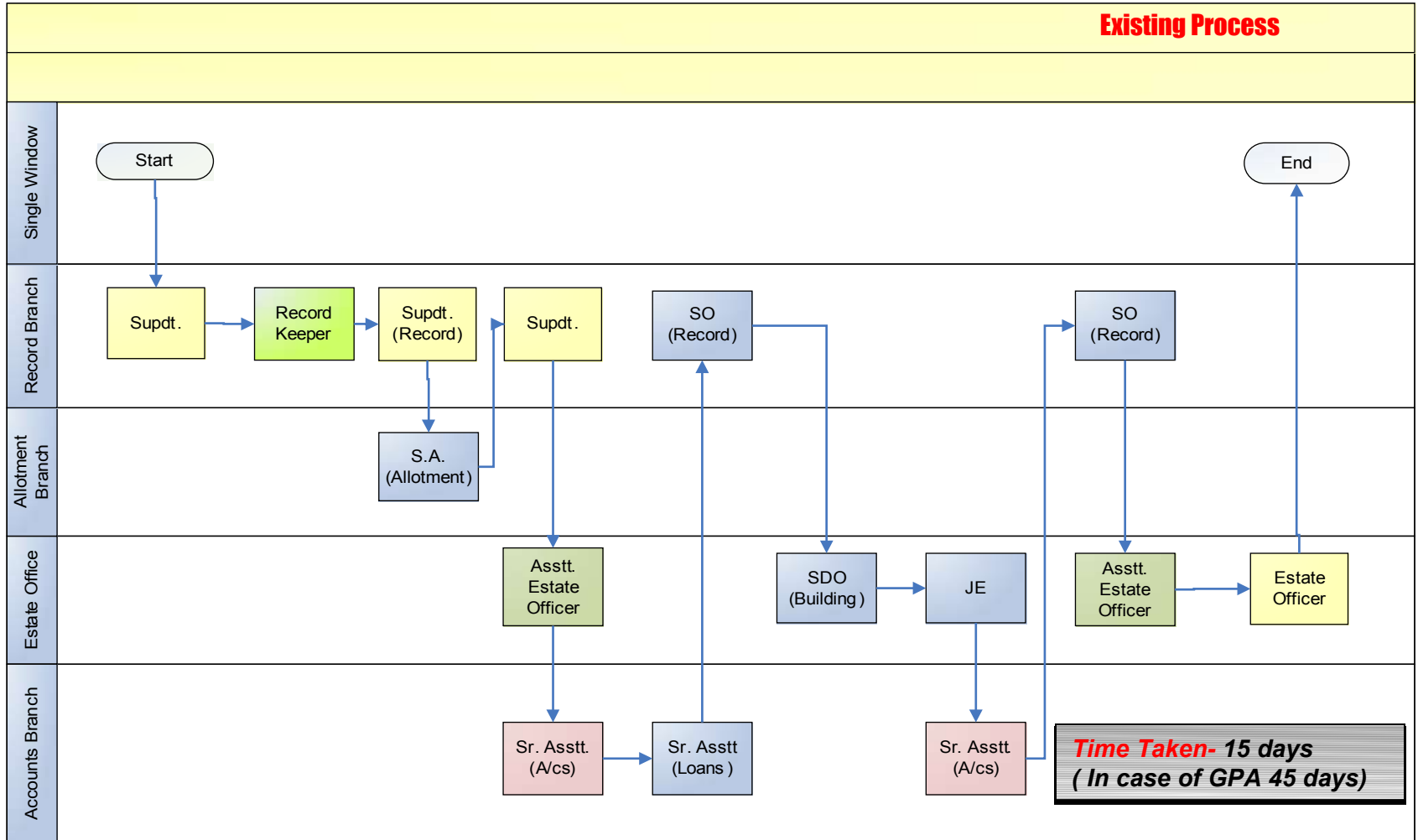
GMADA

Permission to Sale after issuing Conveyance Deed i.e. Grant of NOC



GMADA

Transfer of Plot/House/Commercial Site (before Conveyance Dee)



GMADA

Transfer of Plot/House/Commercial Site (before Conveyance Dee)

Re-engineering the work flow/process

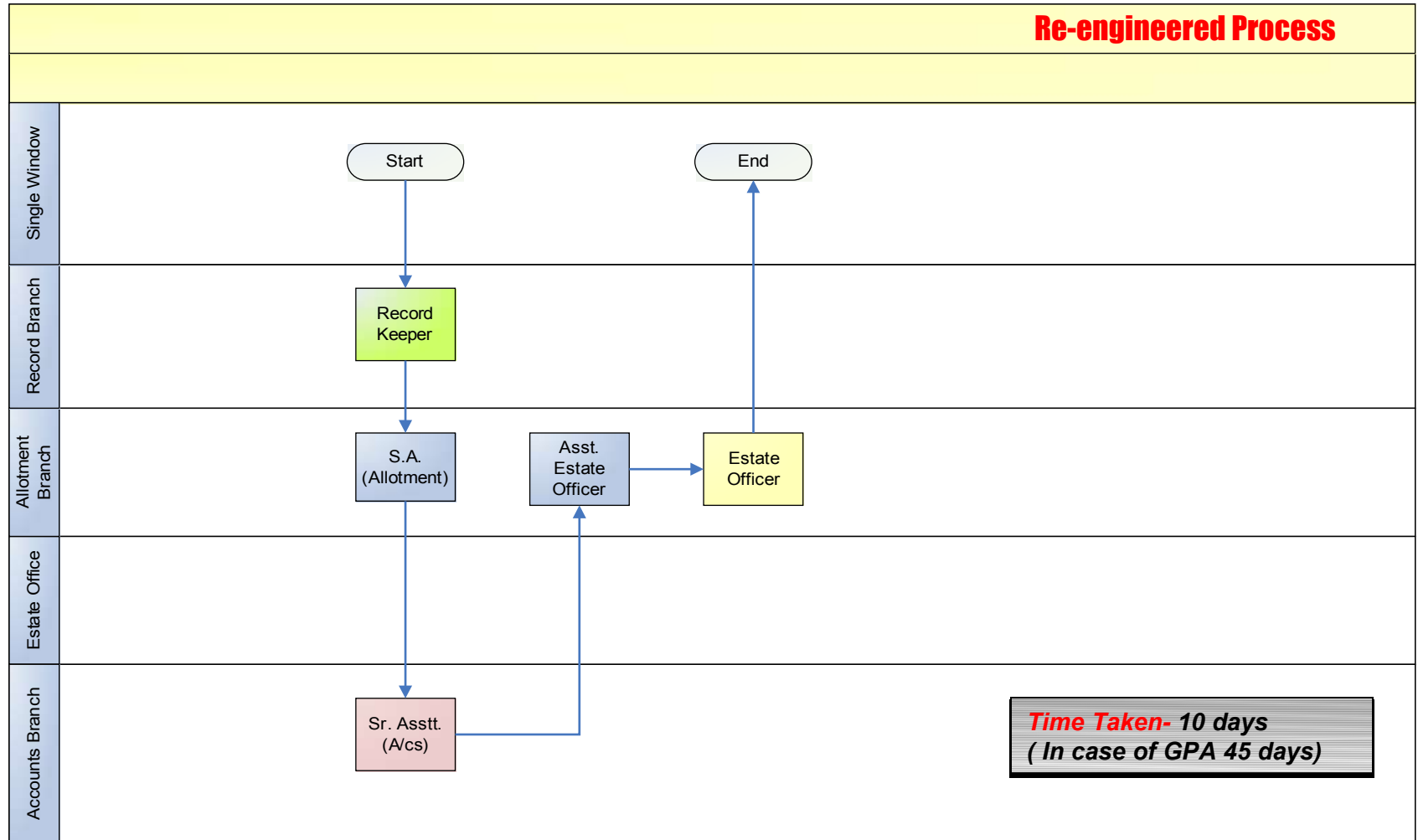
File shall not be routed through Supdt. However, the same can be taken care of by A.E.O.

During down route the files shall be marked by the Estate Officer directly to the Sr. Asst. so as to reduce the time further.

***Time Taken- 15 days
(In case of GPA 45 days)***

GMADA

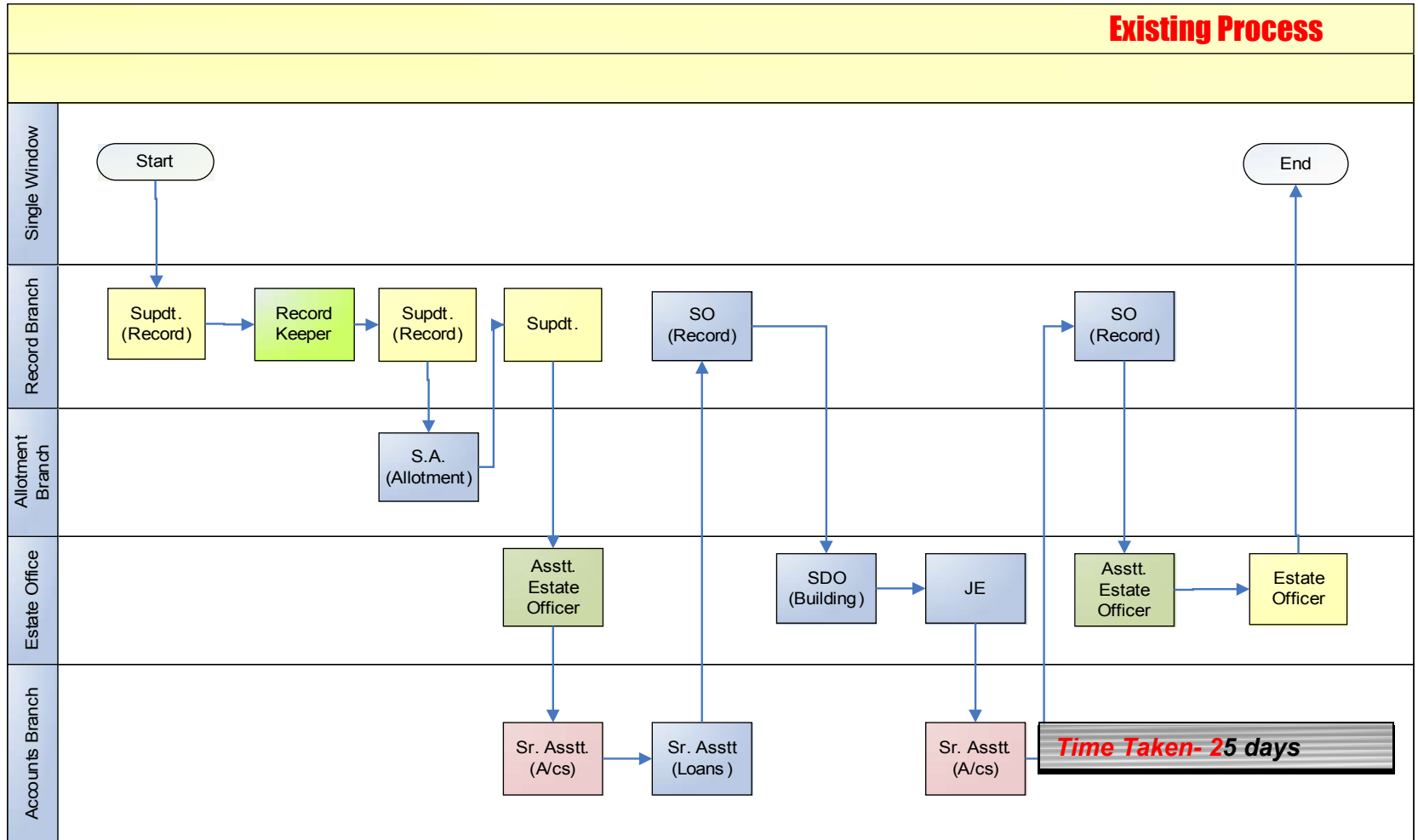
Transfer of Plot/House/Commercial Site (before Conveyance Deed)



Time Taken- 10 days
(In case of GPA 45 days)

GMADA

Issuance of Conveyance Deed



GMADA

Issuance of Conveyance Deed

Re-engineering the work flow/process

Preparation of Conveyance Deed need to be slightly amended.

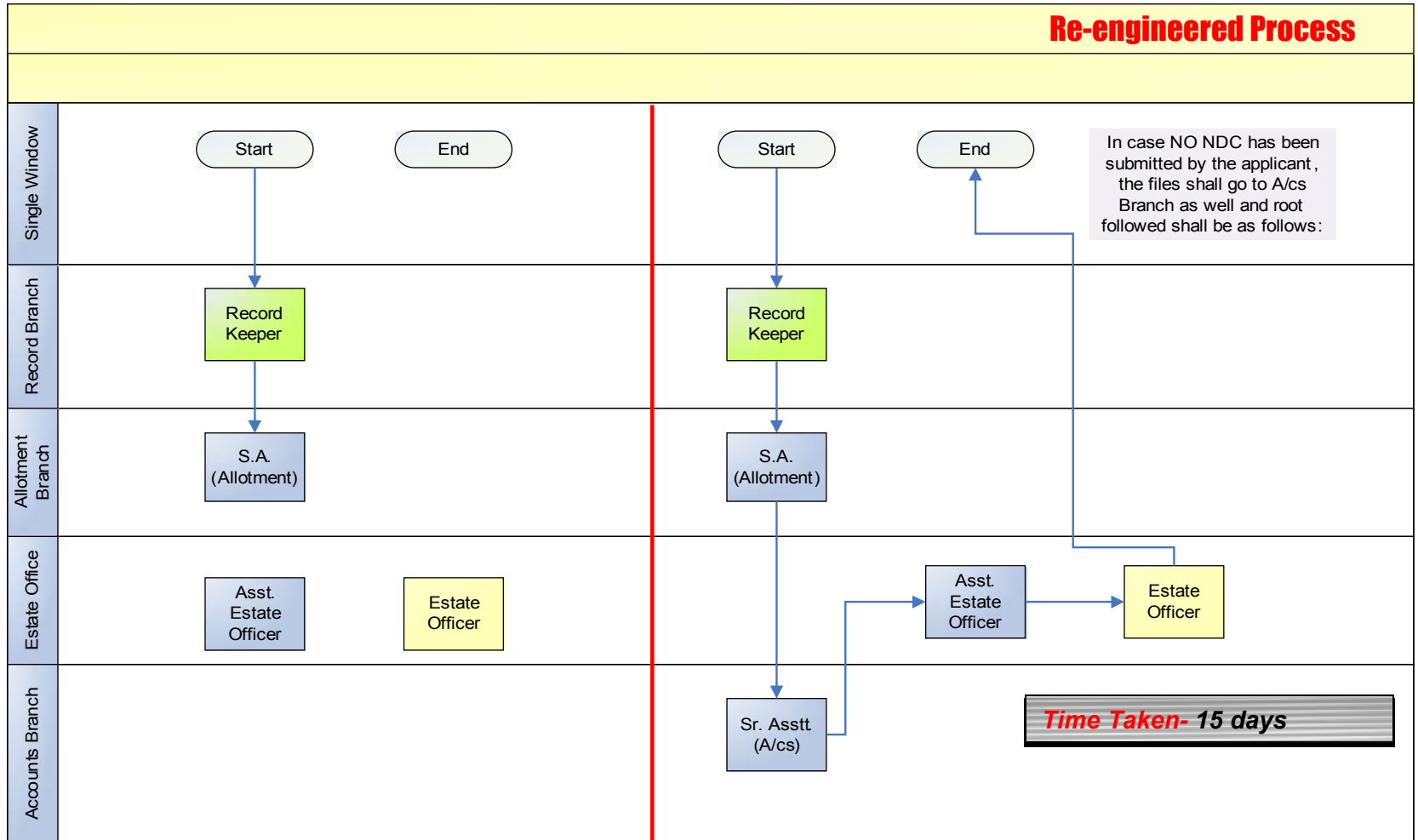
It should contain the detail of site as required by the Sub-Registrar.

There is no need to take report from J.E for this purpose and merely an Affidavit from the applicant allottee or his/her GPA/SPA will suffice. The affidavit interalia shall also contain the details of the site and covered area as well.

One stamp vendor and two typists need to be provided at Single Window so as to facilitate the applicants and reduce the avoidable harassment.

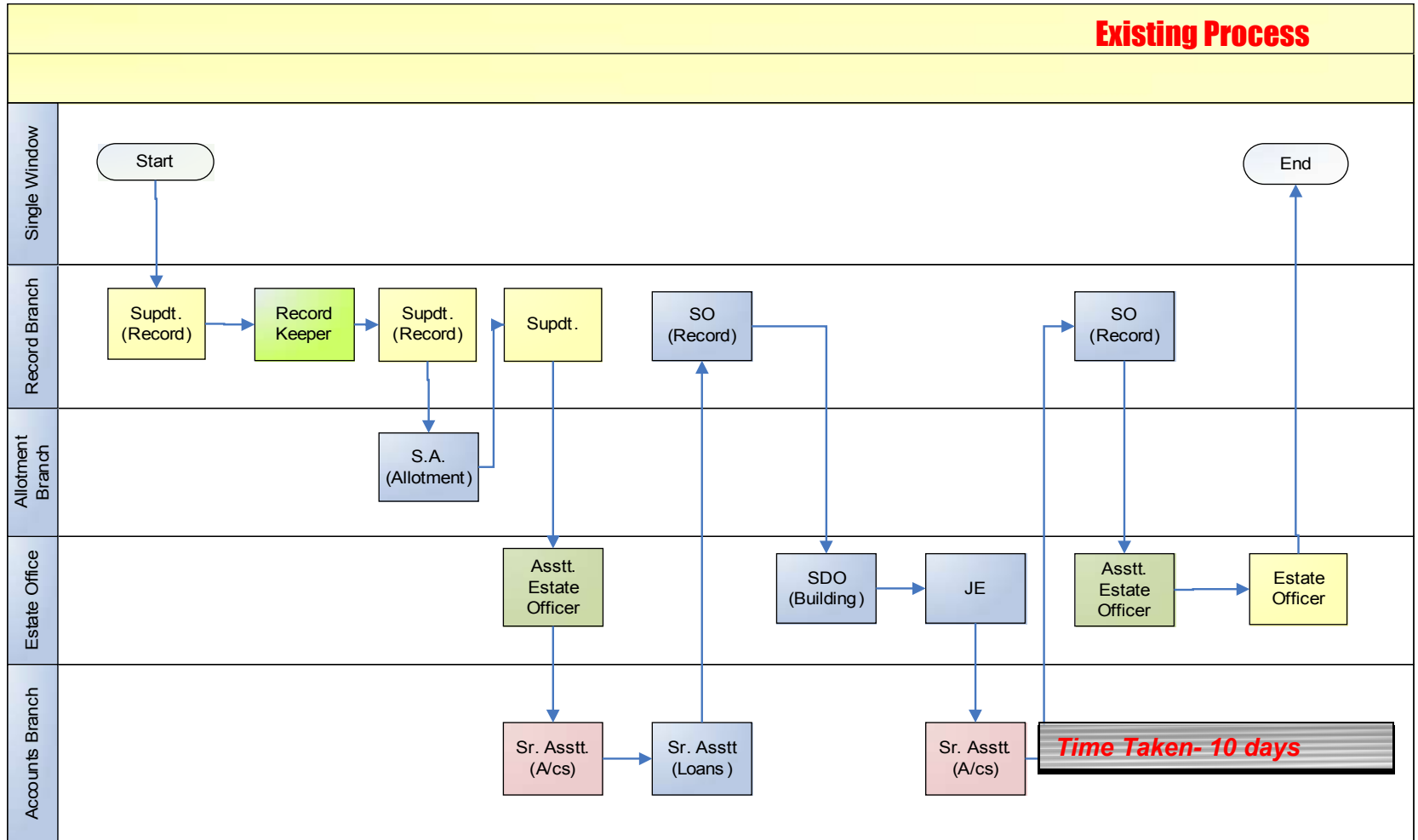
GMADA

Issuance of Conveyance Deed



GMADA

Change of Ownership



GMADA

Change of Ownership

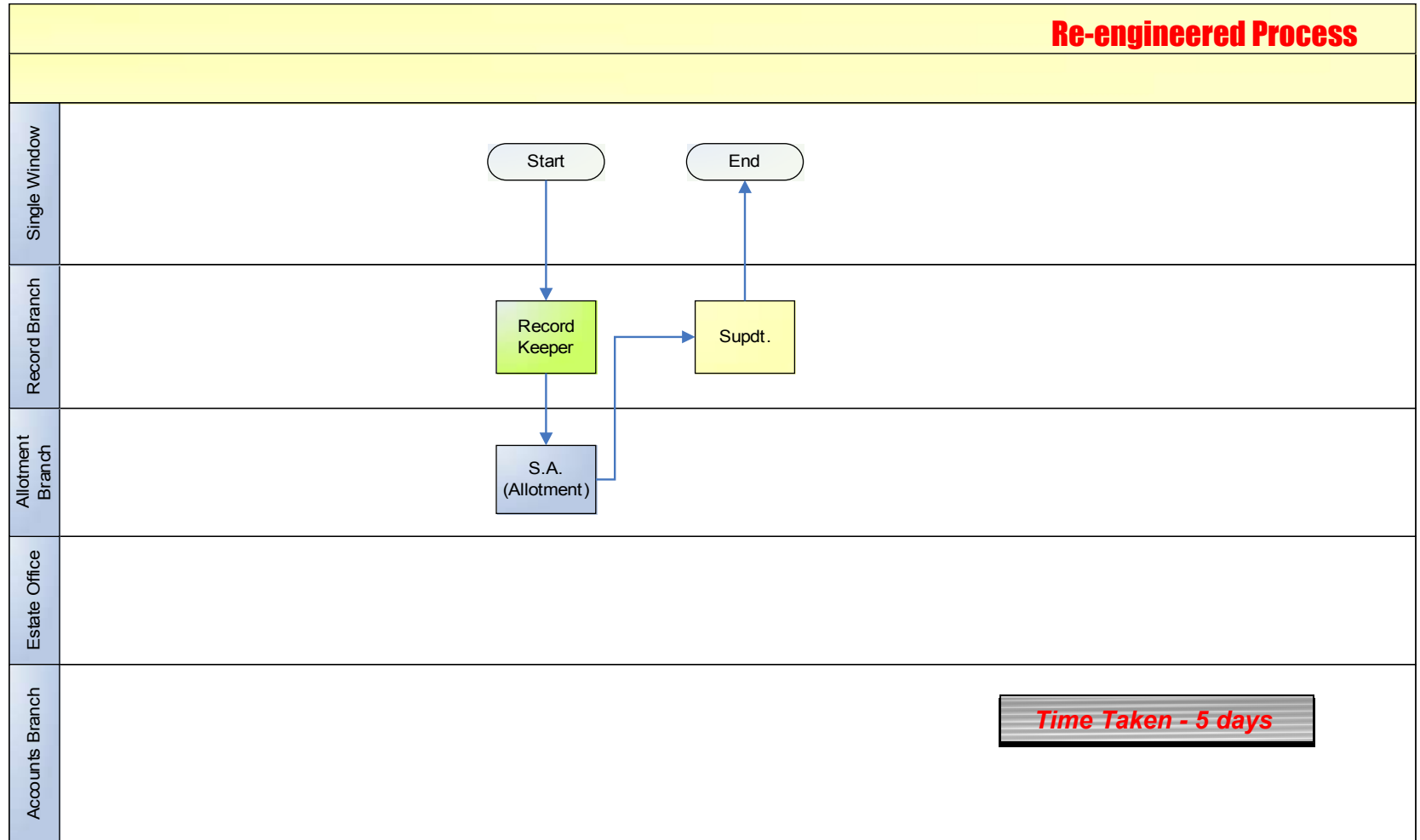
Re-engineering the work flow/process

**Level of Disposal has been reduced from Estate Officer to Supdt.
(Allotment)**

Specific Recommendations of BPR

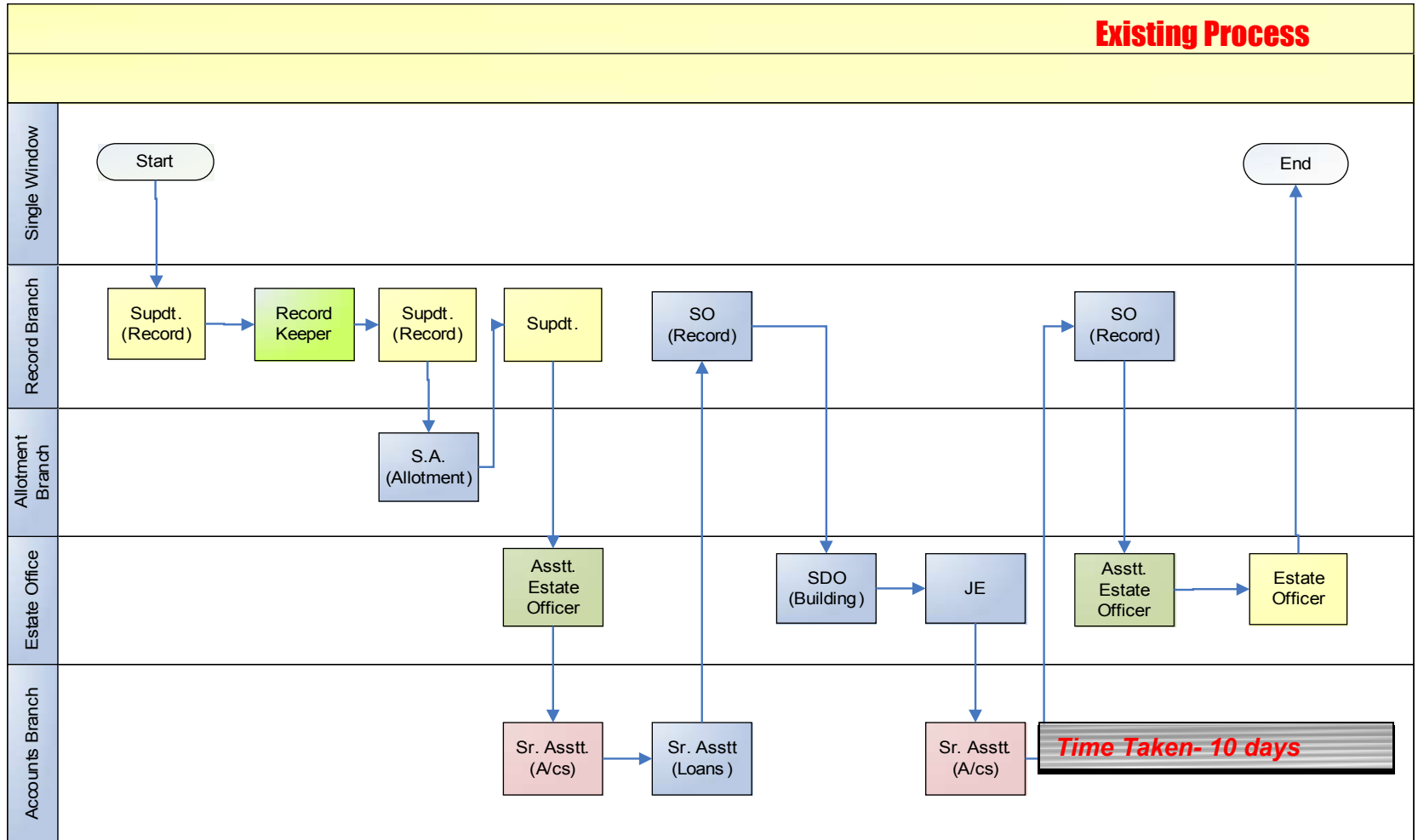
GMADA

Change of Ownership



GMADA

Issuance of Permission to Mortgage



GMADA

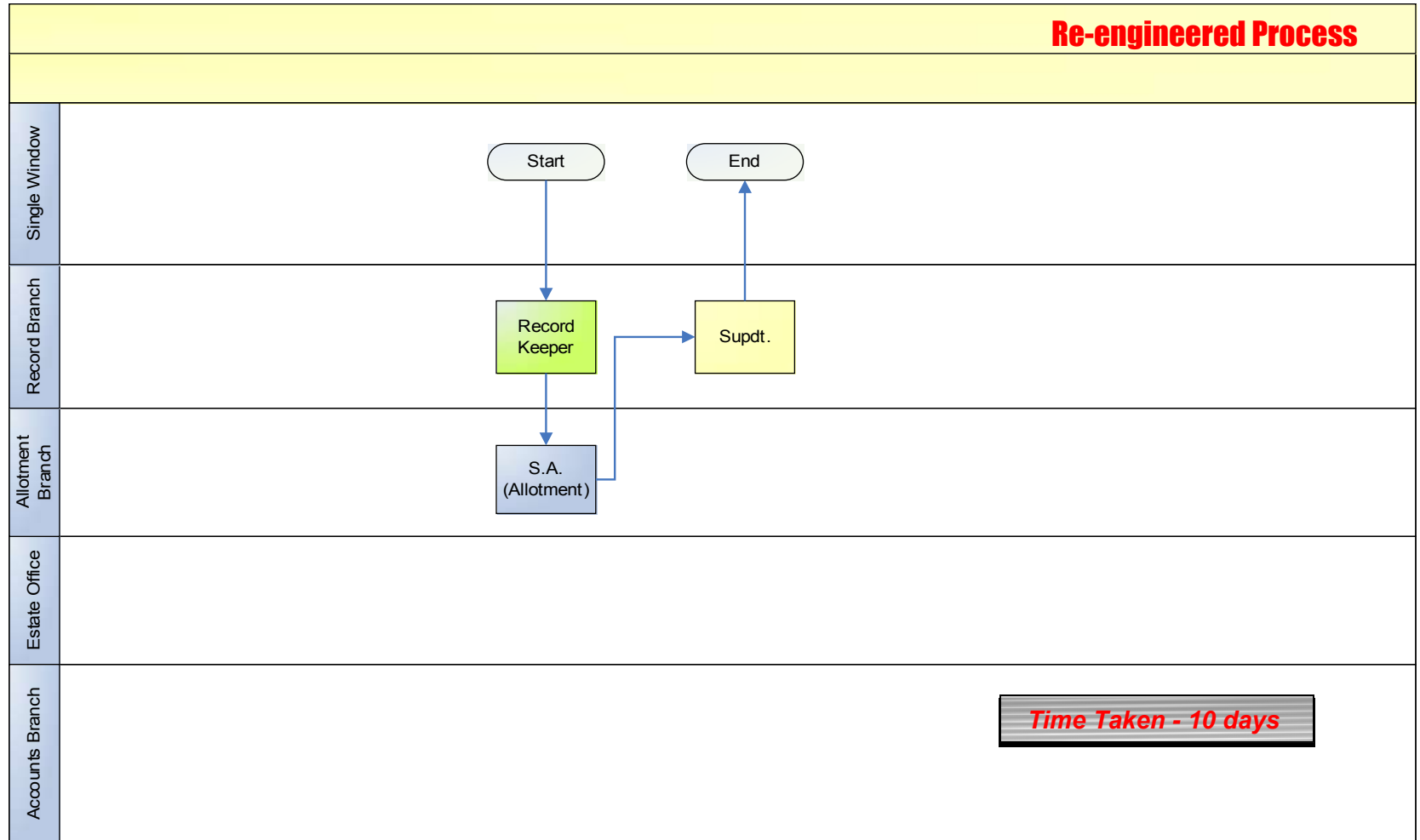
Issuance of Permission to Mortgage

Re-engineering the work flow/process

Level of Disposal has been reduced from Estate Officer to Supdt.

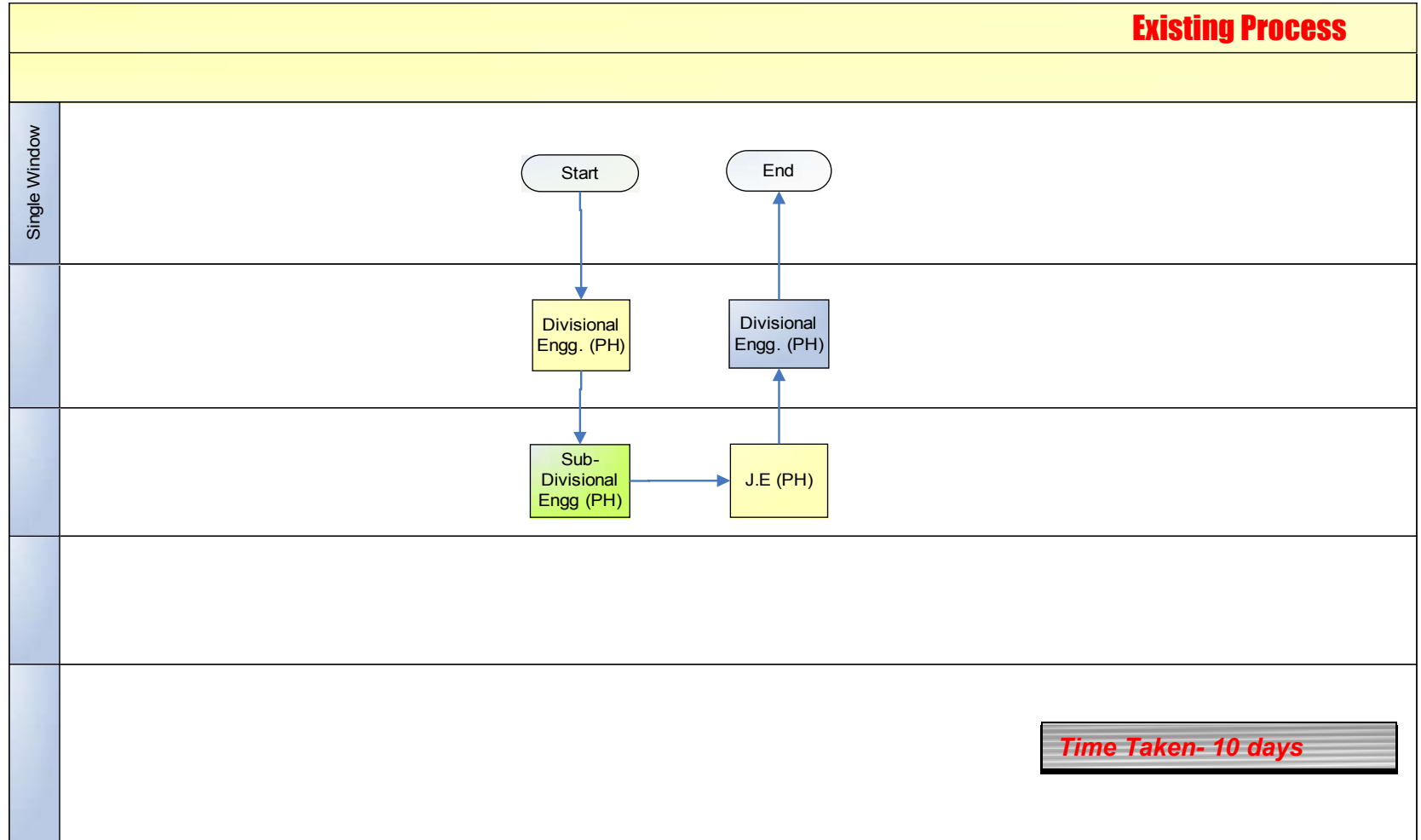
GMADA

Issuance of Permission to Mortgage



GMADA

Sanction of Sewerage Connection



GMADA

Sanction of Sewerage Connection

Re-engineering the work flow/process

Fees for road cut is presently being deposited in the Municipal Council for Urban Areas falling within the limits of Municipal Council whereas fees for Area falling within the jurisdiction of GMADA are being deposited with D.E (C-1)

It is proposed that the fees may be collected at Single Window only in all cases. However, fees collected for areas falling within Municipal Council shall be got sent to Executive Officer, Municipal Council on weekly basis.

The sanction shall be issued by D.E (PH) on receipt of the application made by an applicant supported by Affidavit.

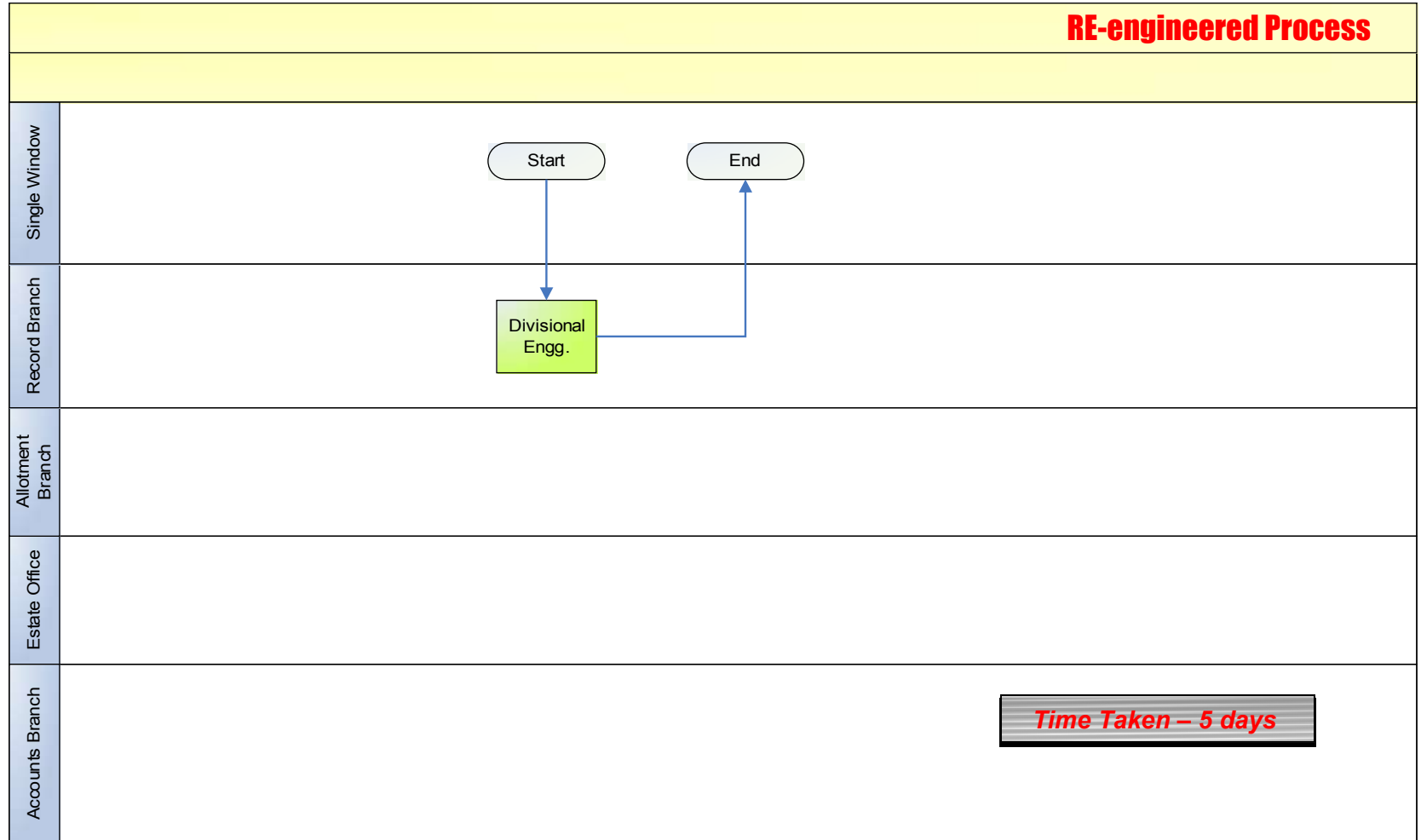
Attested copy of GPA in case the applicant is not coming himself.

The representative of GMADA present at the spot on the fixed date and time as indicated by D.E (PH) in his sanction and release the connection in case a legal connection has been made, JE (PH) shall immediately report after getting signature of two neighbours of the areas.

The penalties so , calculated shall be recovered in 15 days , failing which connection shall be disconnected.

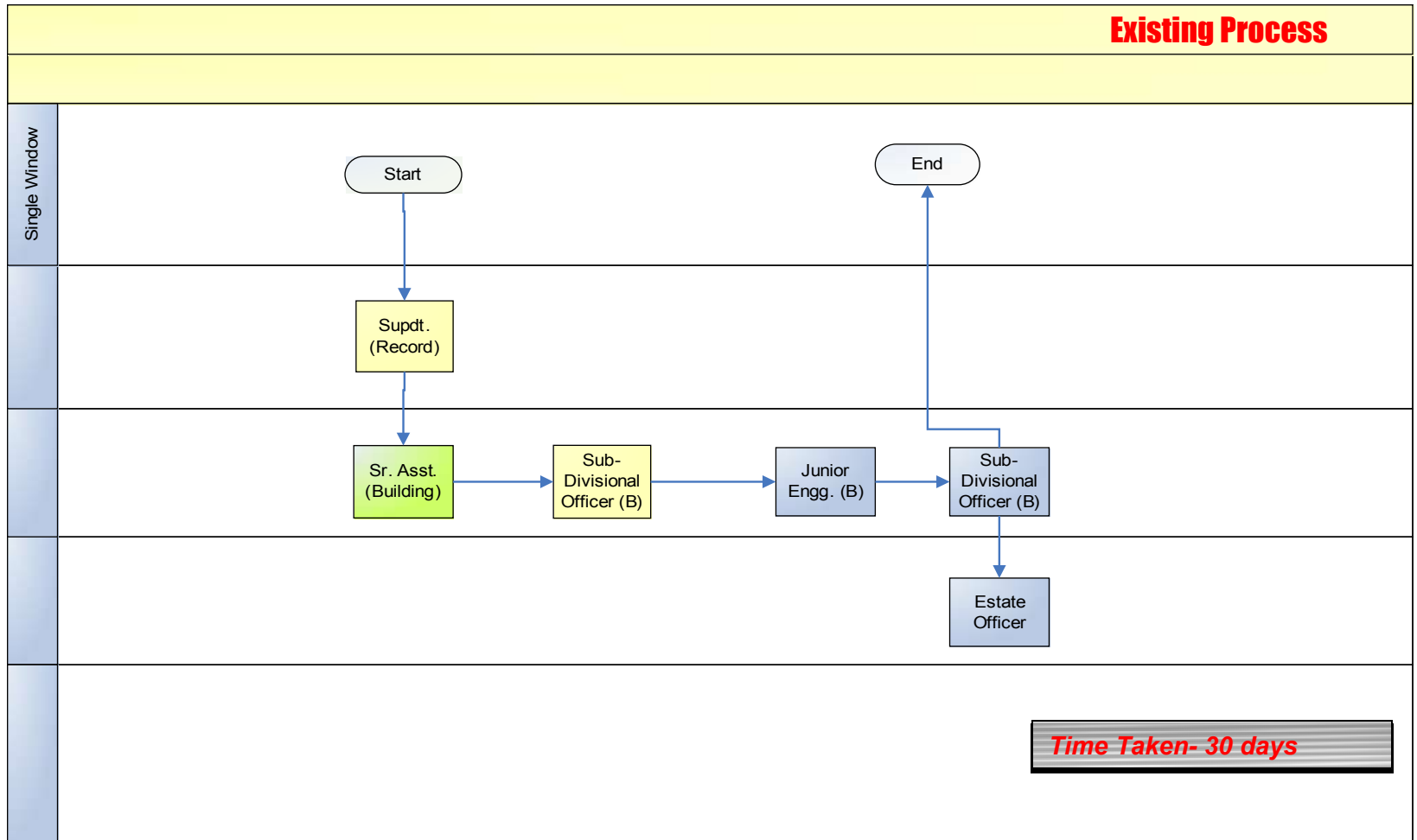
GMADA

Sanction of Sewerage Connection



GMADA

Notice of Completion & Permission to Occupy



GMADA

Notice of Completion & Permission to Occupy

Re-engineering the work flow/process

100% checking shall be done by the J.E Concerned.

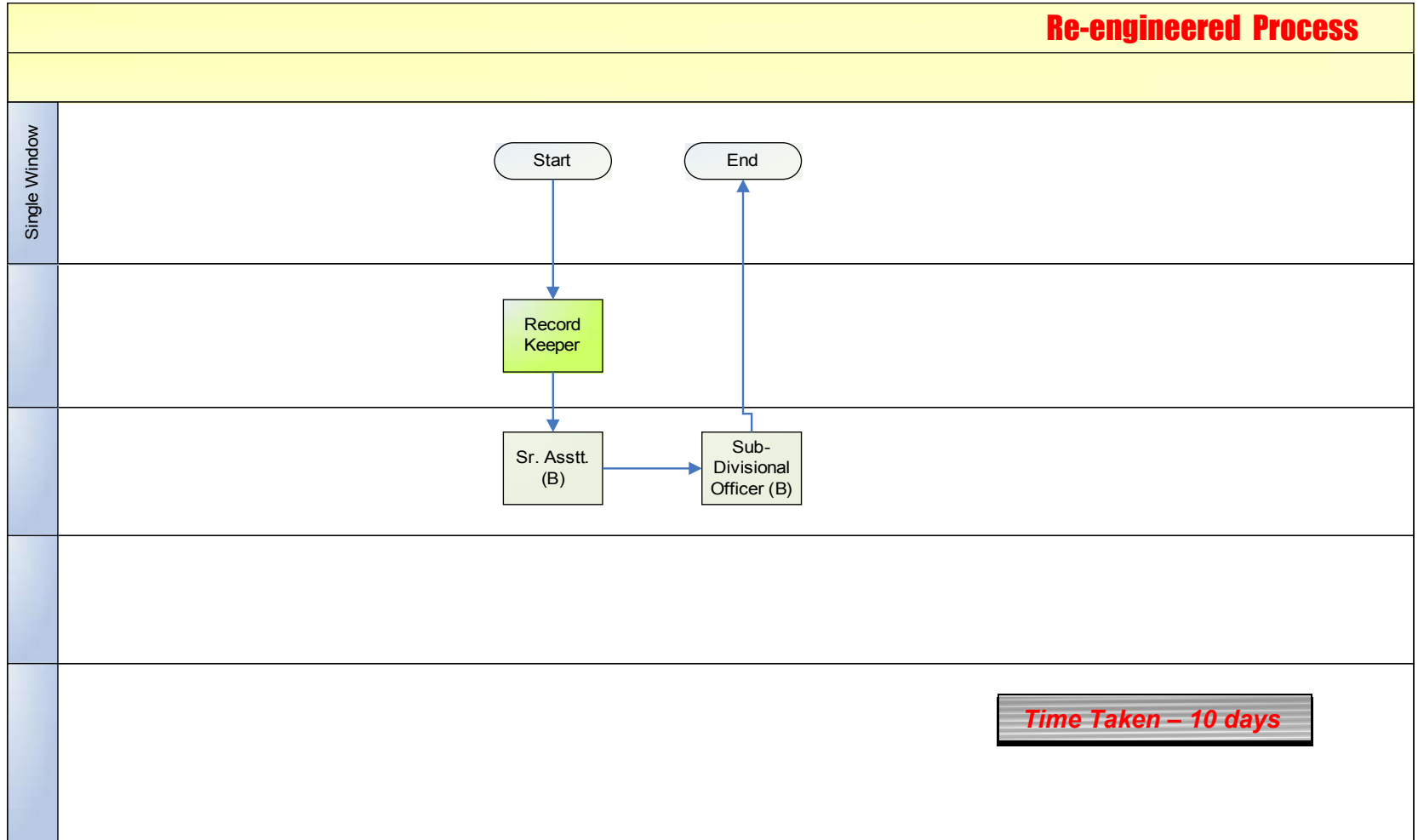
Once Occupation certificate is issued by S.D.O (B). S.D.O himself shall do random checking and verify as to whether the report made by the private architect and J.E are correct or not. In case, there is some discrepancy, action shall be immediately be taken against the private Architect as well as J.E.

Certificate of Private Architect giving the detail of violations made during construction shall be attached.

In case Occupation Certificate has been procured by an Applicant by concealment of facts, the same shall be withdrawn by the SDO after giving a notice to such an applicant.

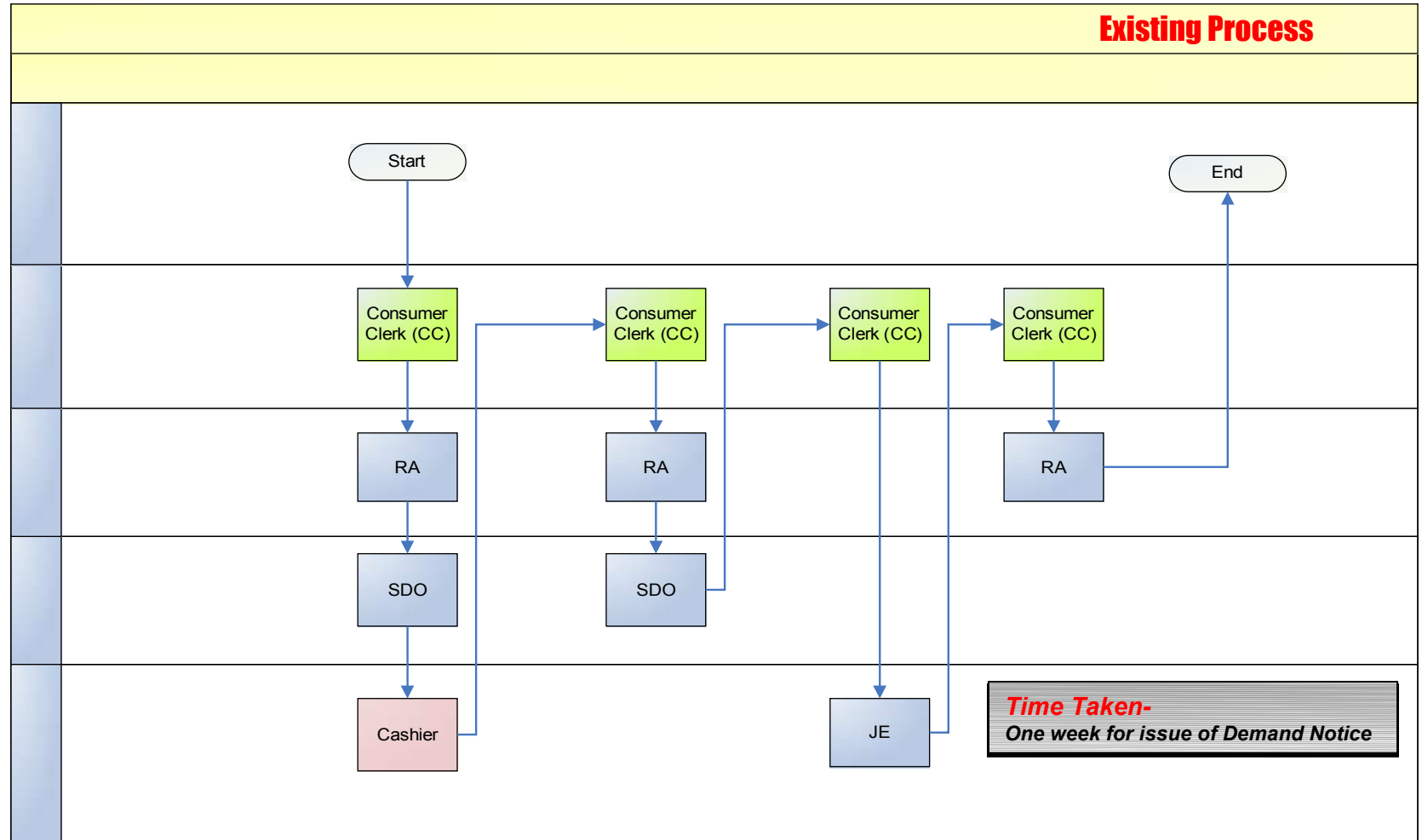
GMADA

Notice of Completion & Permission to Occupy



Punjab State Electricity Board

Release of Electric Connection under DS/NRS Category for load upto 50 KW



Punjab State Electricity Board

Release of Electric Connection under DS/NRS Category for load upto 50 KW

Re-engineering the work flow/process

Website need to be upgraded every month.

Consumer Service Centres need to be opened at convenient /central place of the town/city

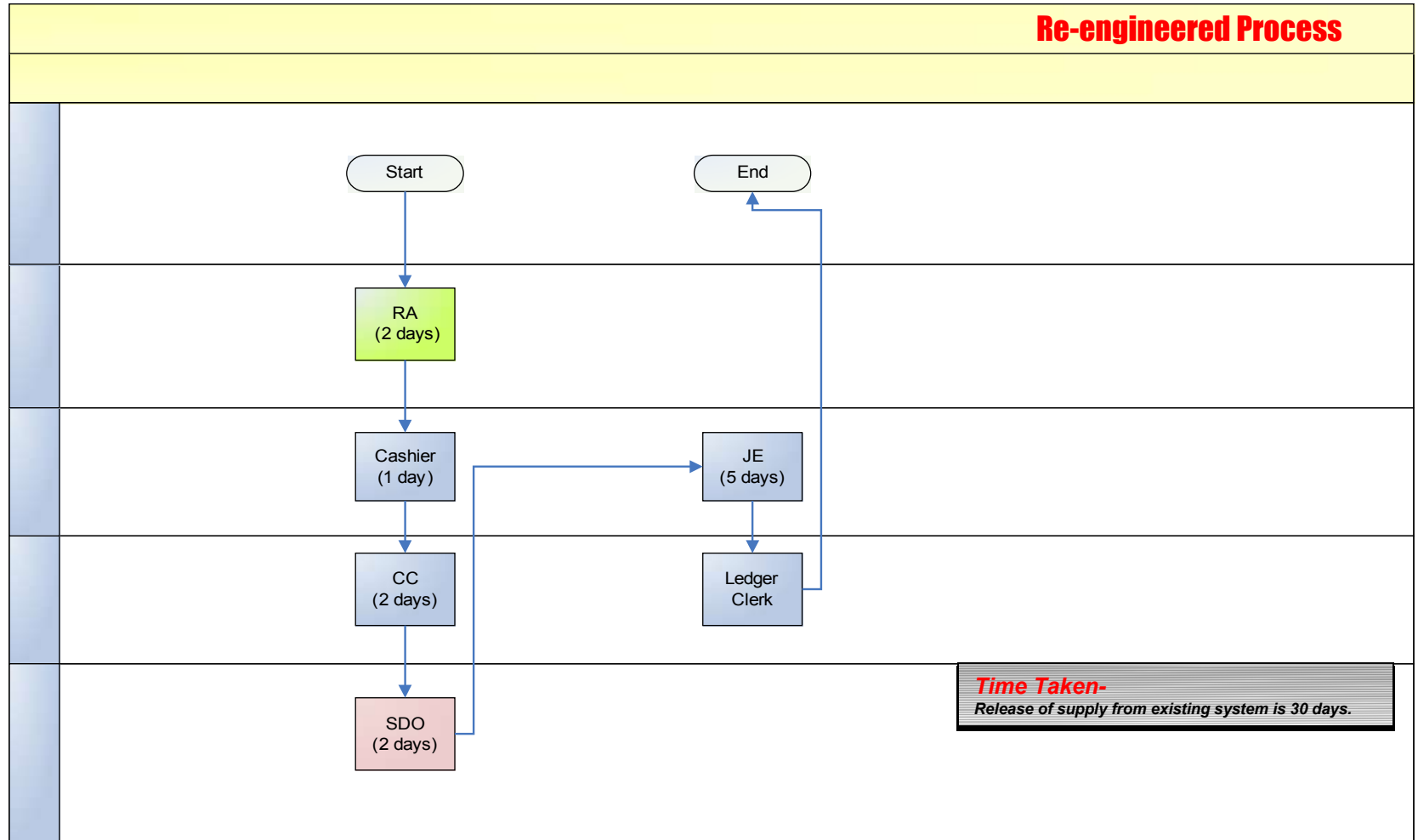
ESR/CAS required to be amended to authorize RA to accept all application upto 50 KW

Detailed procedure & fees reqd. should be displayed /printed on Boards/ displayed on walls of the S/D or should be got printed in leaflet forms for free distribution to prospective consumers.

In case length of line /cable is more than 150 metres then variable charges @ Rs.125/- per are payable by the prospective consumers (as per ESR 51)

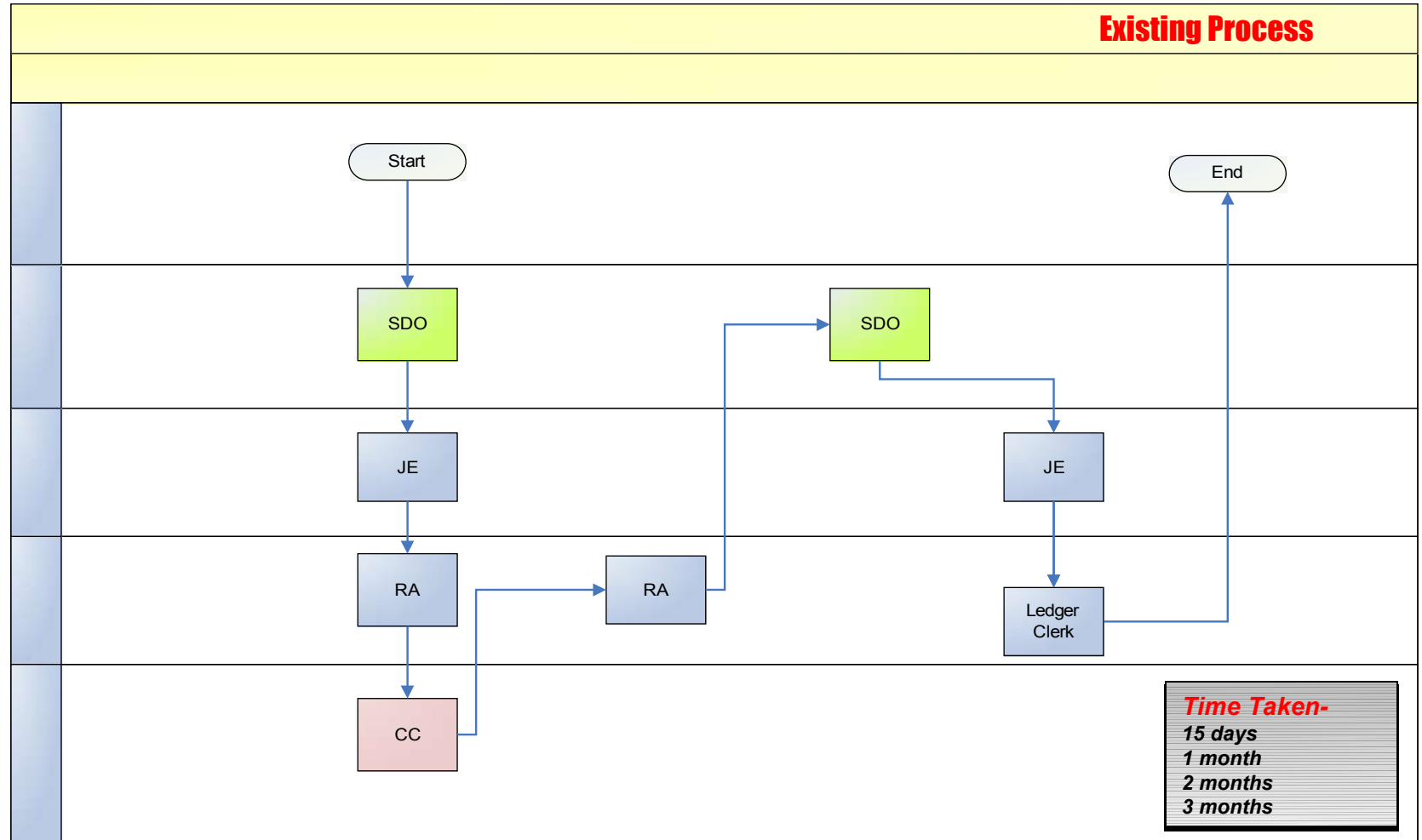
Punjab State Electricity Board

Release of Electric Connection under DS/NRS Category for load upto 50 KW



Punjab State Electricity Board

Change of name/ Transfer of title



Punjab State Electricity Board

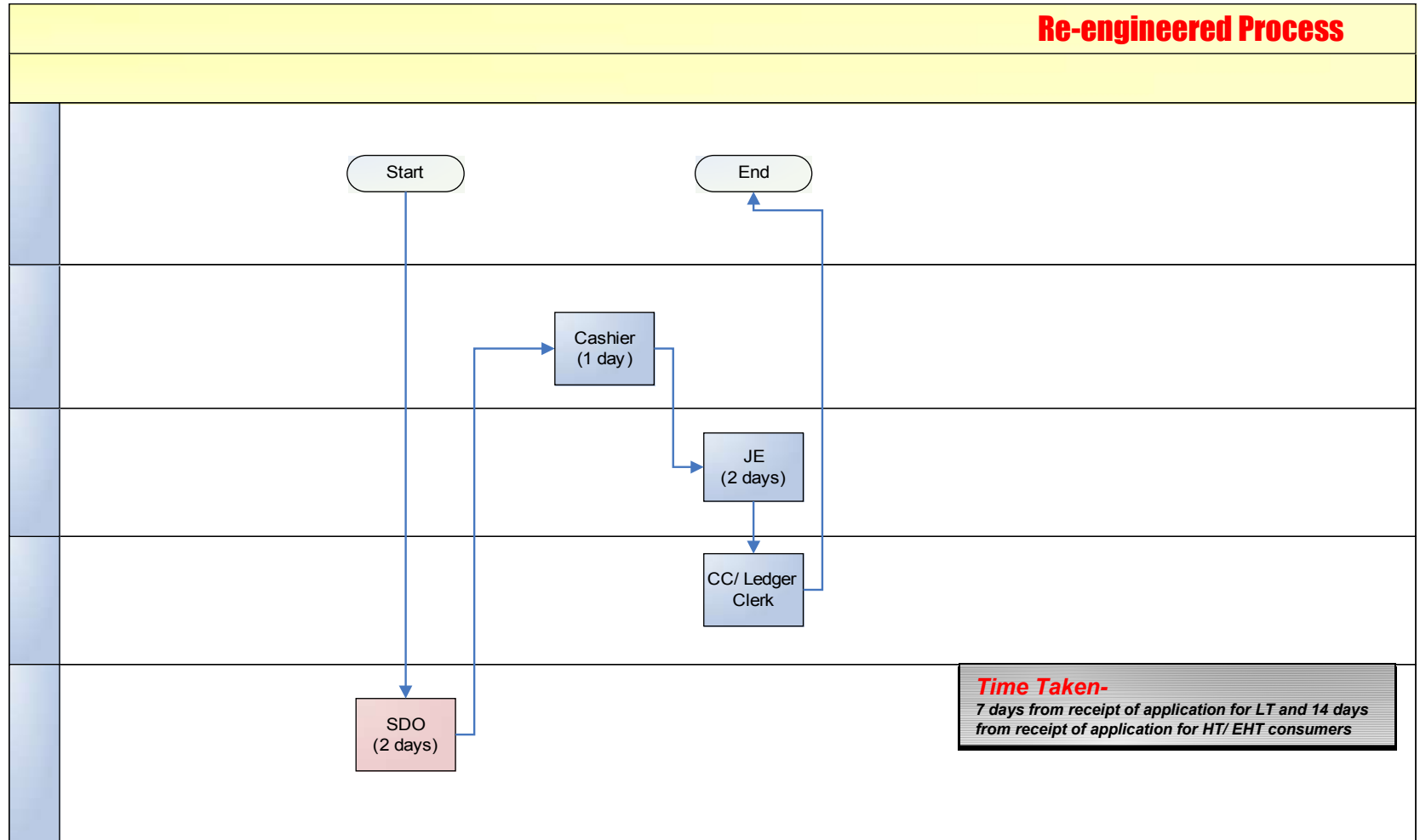
Change of name/ Transfer of title

Re-engineering the work flow/process

Updated printed Brochure/ pamphlets containing information like procedures, documents required, fee/ ACD as per revised to be made available for free distribution.

Punjab State Electricity Board

Change of name/ Transfer of title



Punjab State Electricity Board

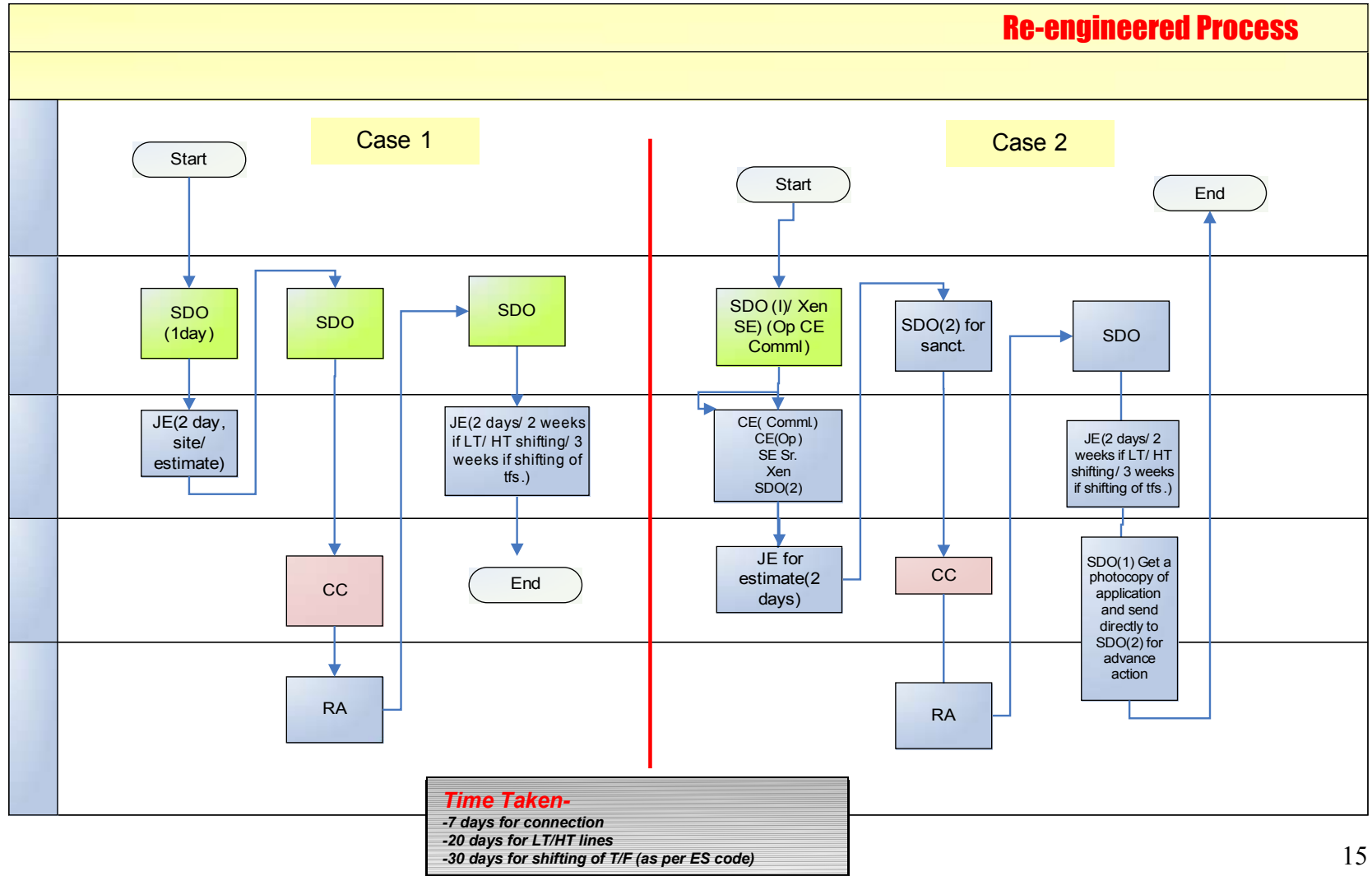
Shifting of connection -Industrial/ Tubewell/ General Connection

Re-engineering the work flow/process

Updated printed Brochure/ pamphlets containing information like procedures, documents required, fee/ ACD as per revised to be made available for free distribution.

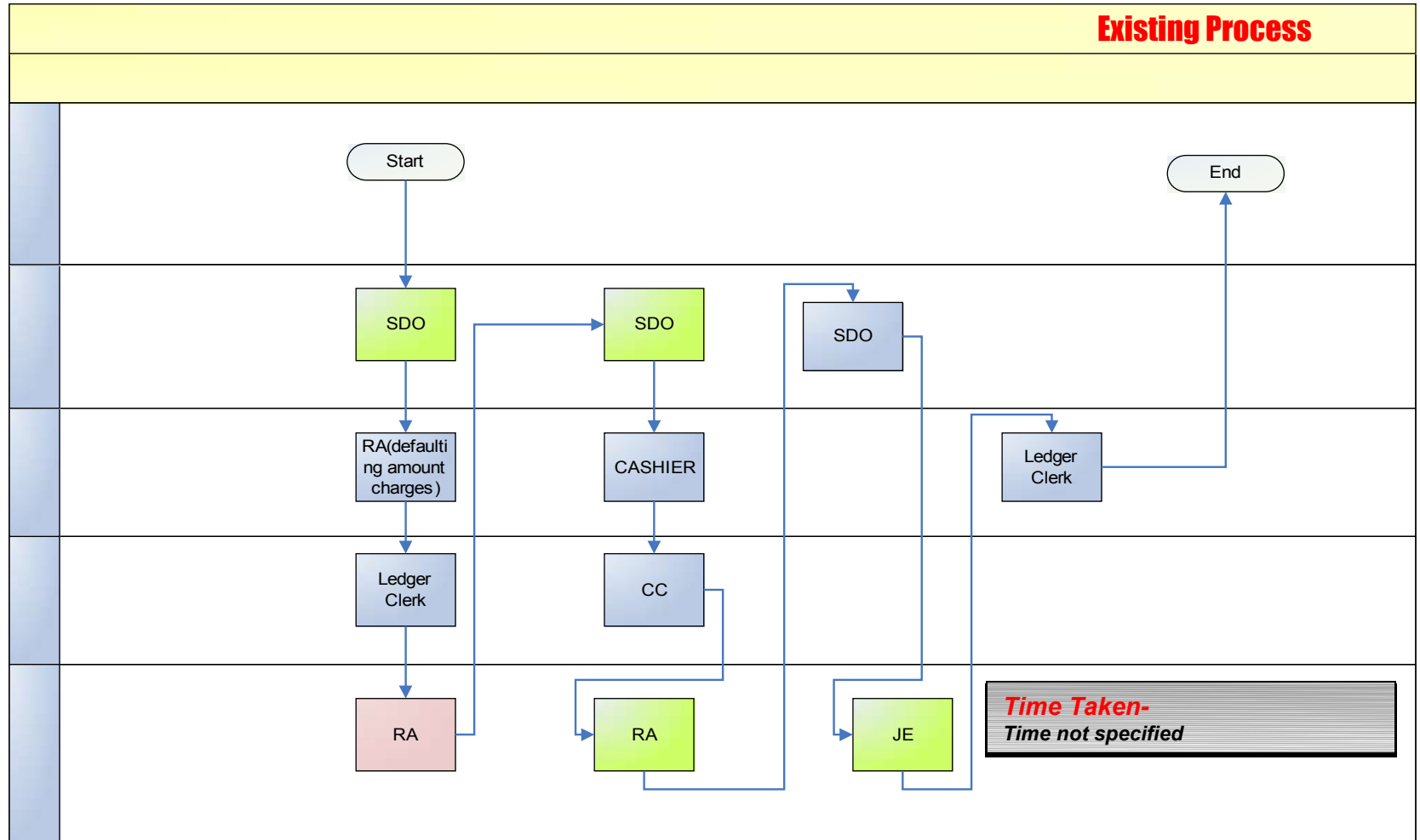
Punjab State Electricity Board

Shifting of connection -Industrial/ Tubewell/ General Connection



Punjab State Electricity Board

Re-connection order



Punjab State Electricity Board

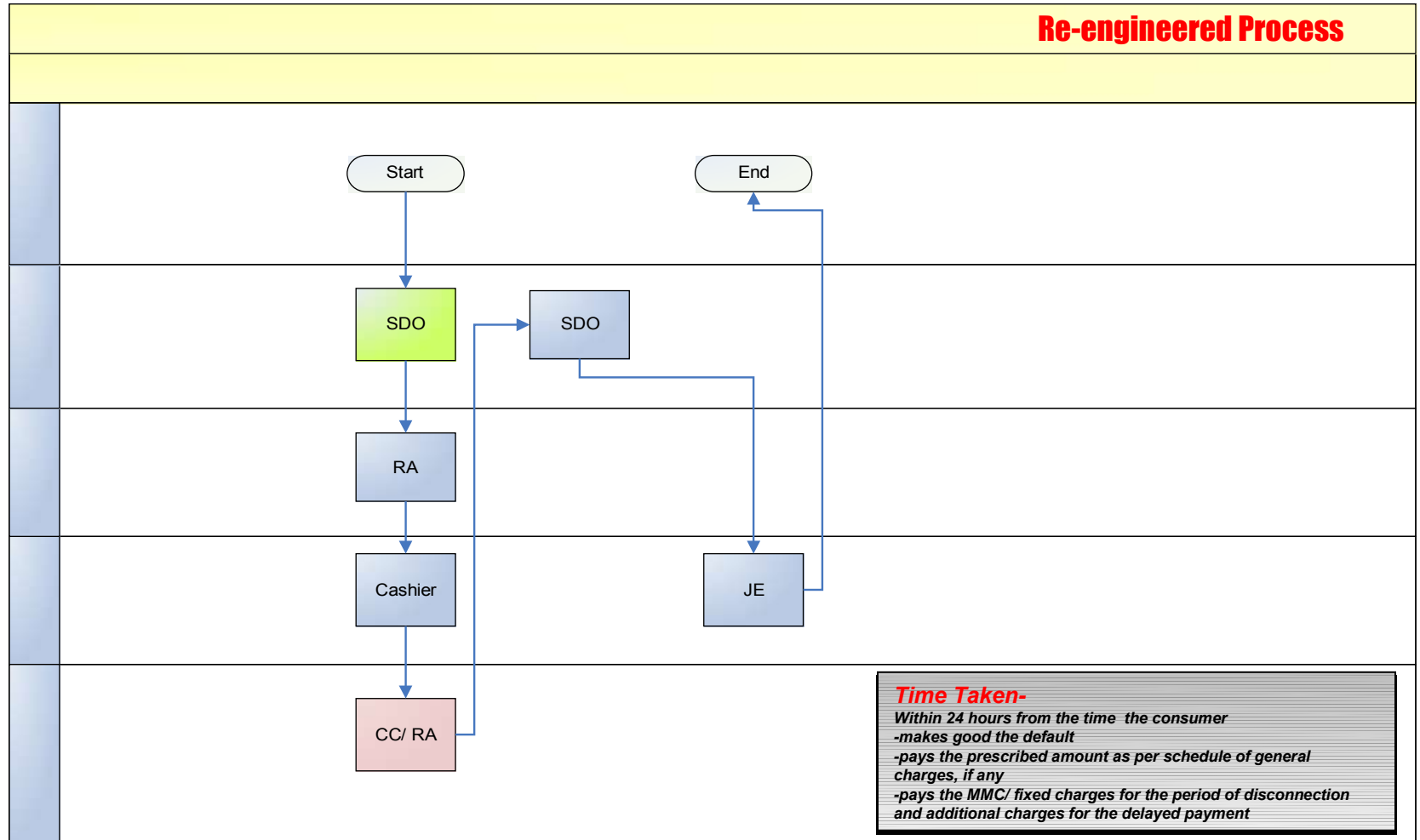
Re-connection order

Re-engineering the work flow/process

A printed leaflet giving detailed procedure should be made available at Call Centers, S/D offices, Website, Complaint Centers etc. for free distribution

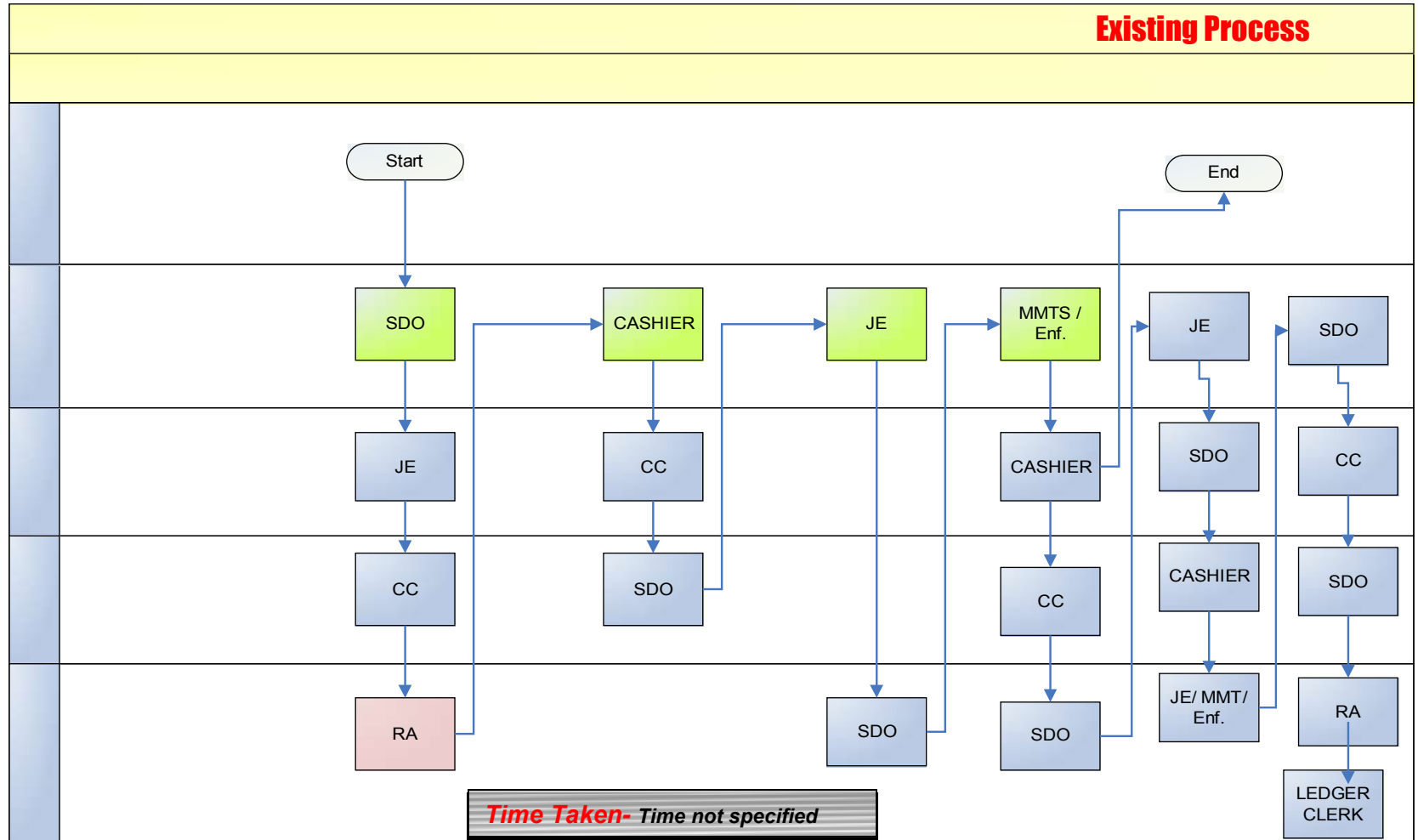
Punjab State Electricity Board

Re-connection order



Punjab State Electricity Board

Meter change order / Meter challenge



Punjab State Electricity Board

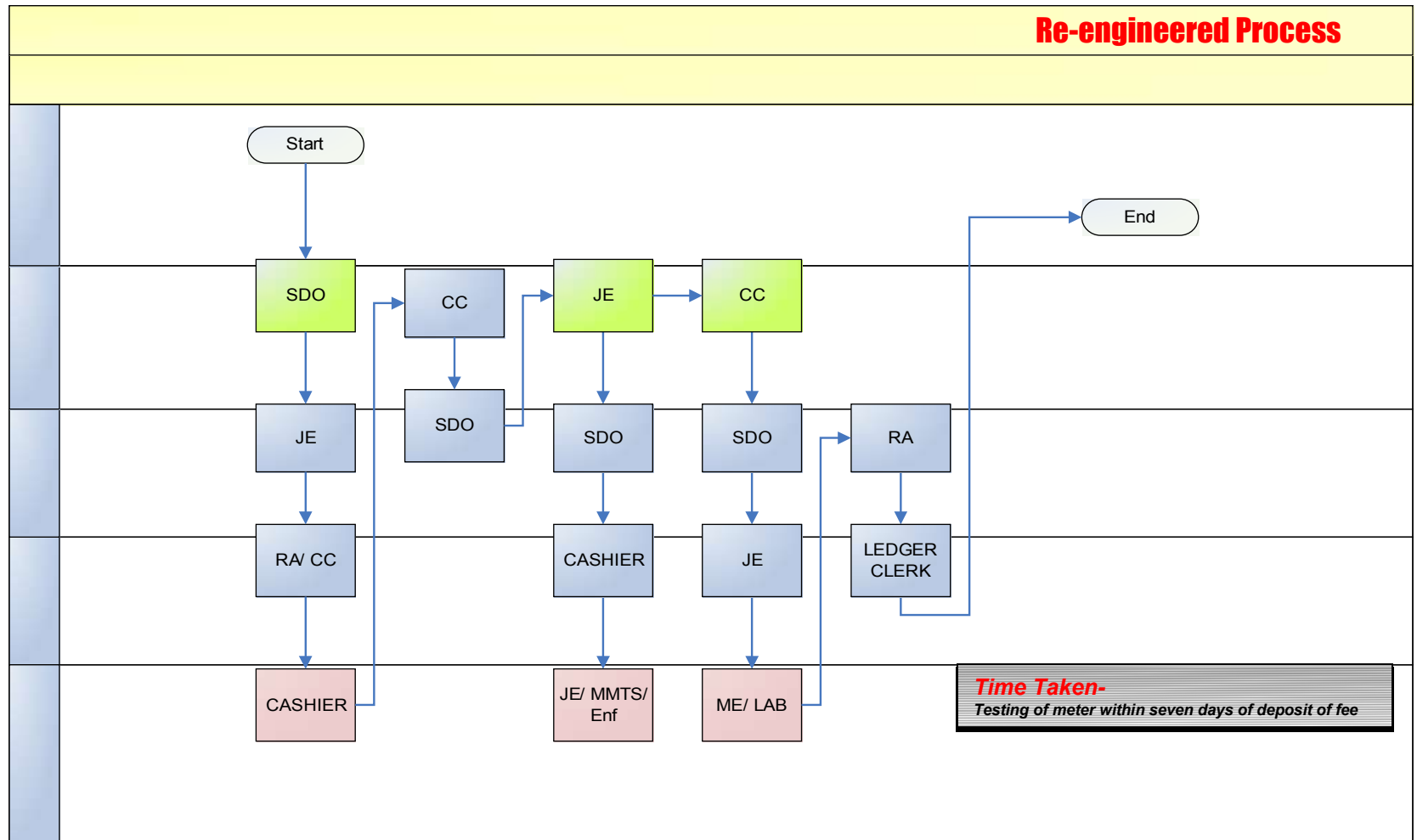
Meter change order / Meter challenge

Re-engineering the work flow/process

All S/Divns. Officers require to be computerized and connected to internet for providing all necessary information & procedures/ charges required and also for receiving request on e-mail etc.

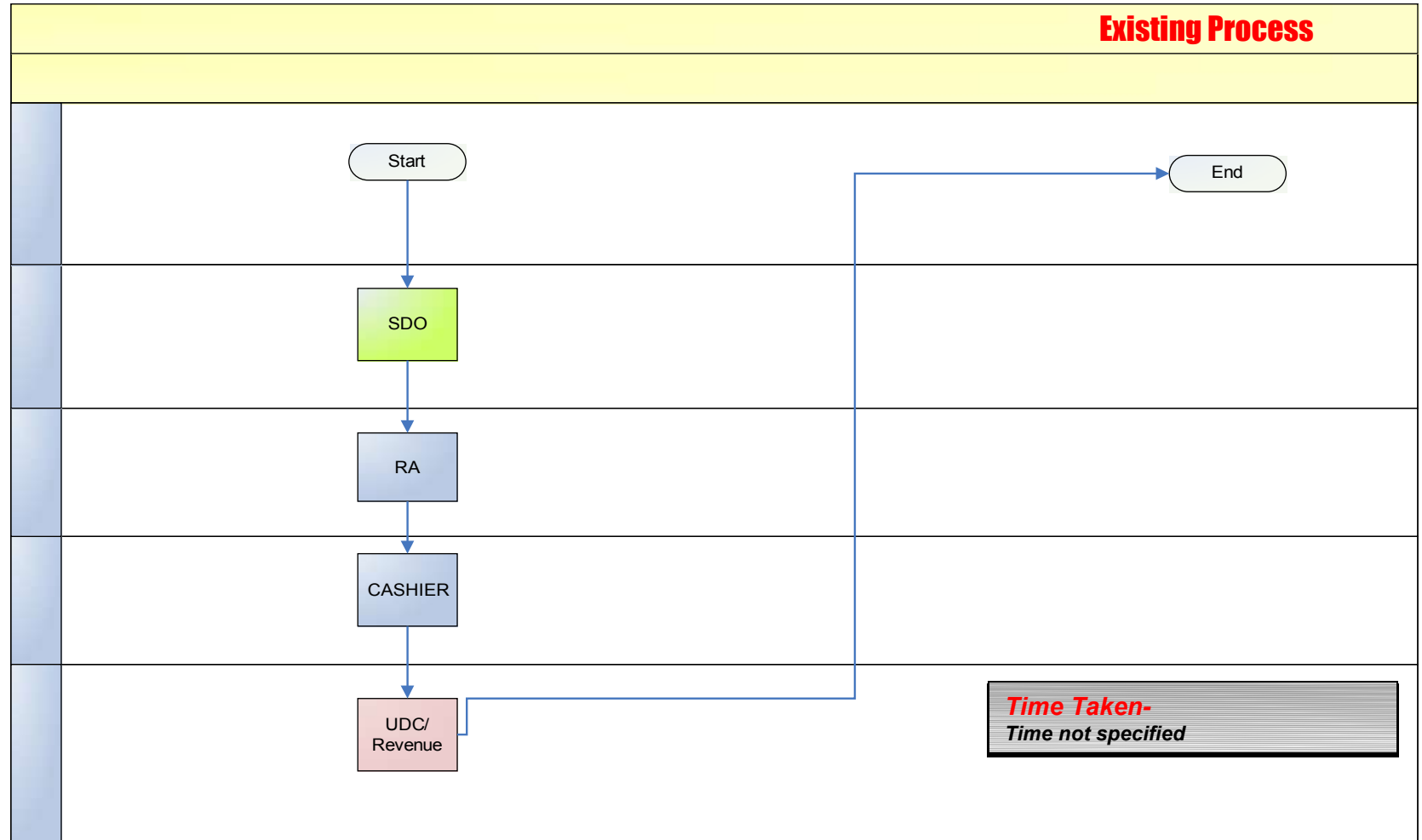
Punjab State Electricity Board

Release of Electric Connection under DS/NRS Category for load upto 50 KW



Punjab State Electricity Board

Challenged Bill



Punjab State Electricity Board

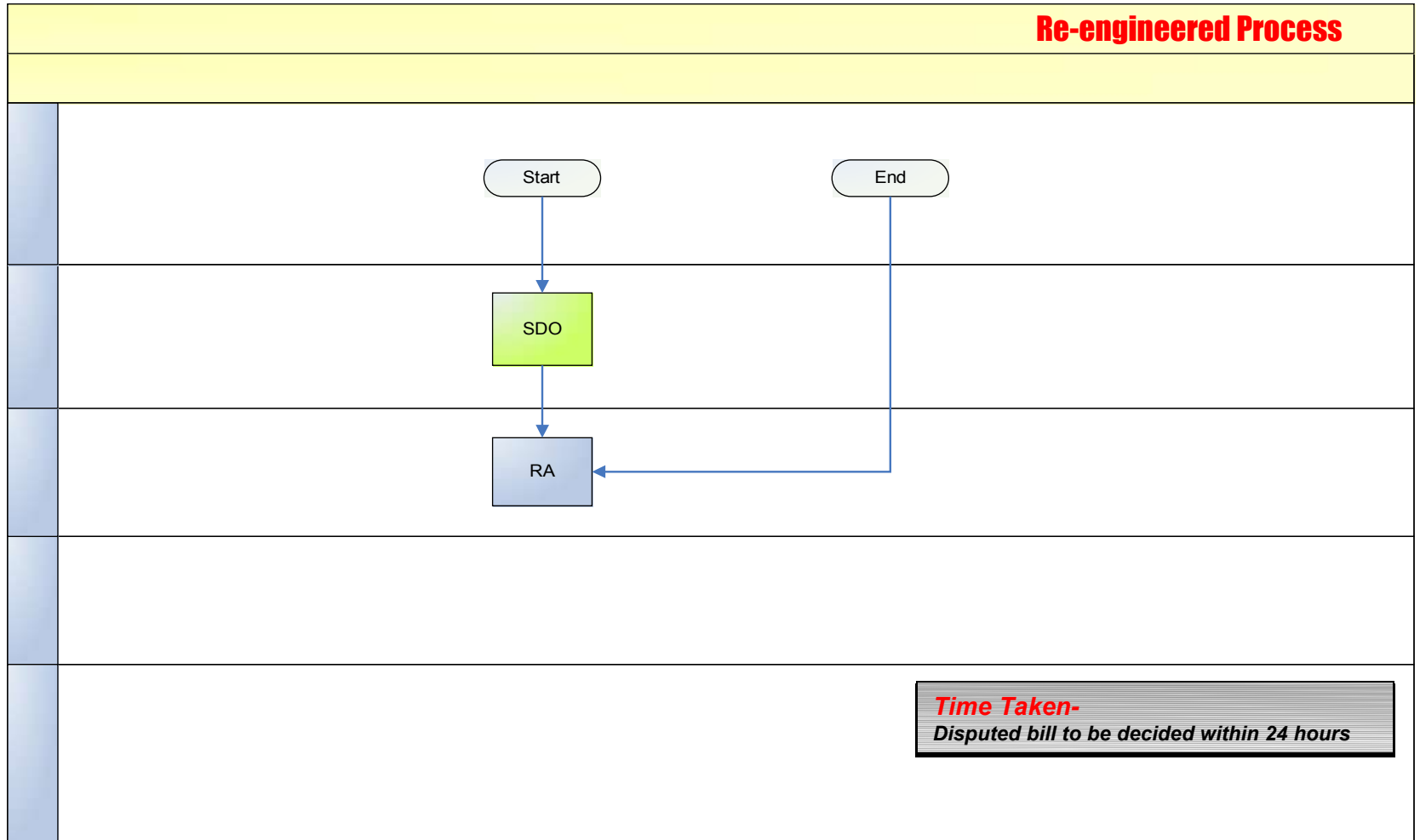
Challenged Bill

Re-engineering the work flow/process

Consumer is to contact SDO/RA instead of the existing four officials for bill challenge. These two officials have to decide in a time bound manner as per the time period allowed by the Supply Code.

Punjab State Electricity Board

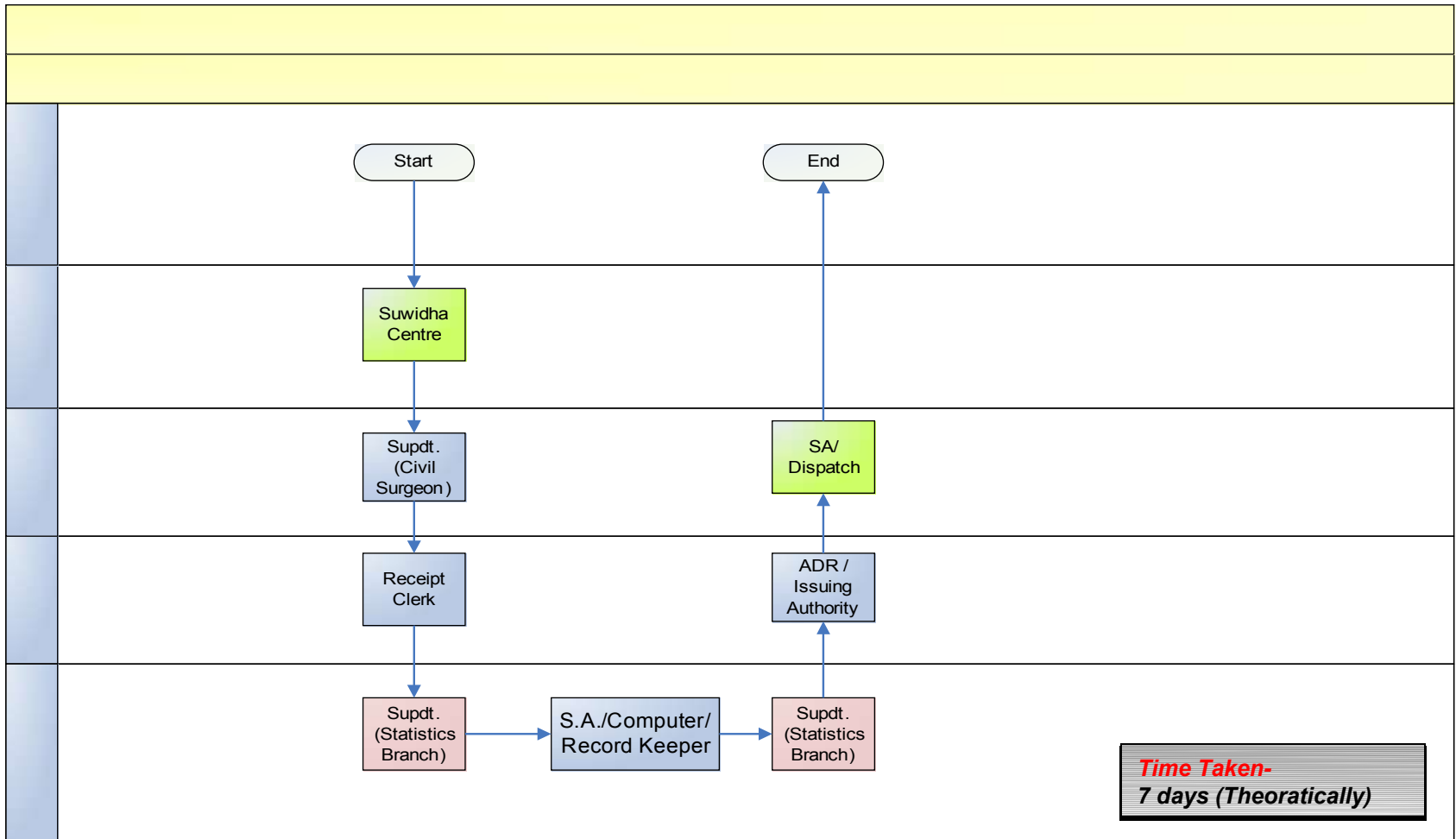
Challenged Bill



Office of Deputy Commissioners

Birth Certificate

Existing Process – DC, Hoshiarpur



Office of Deputy Commissioners

Birth Certificate

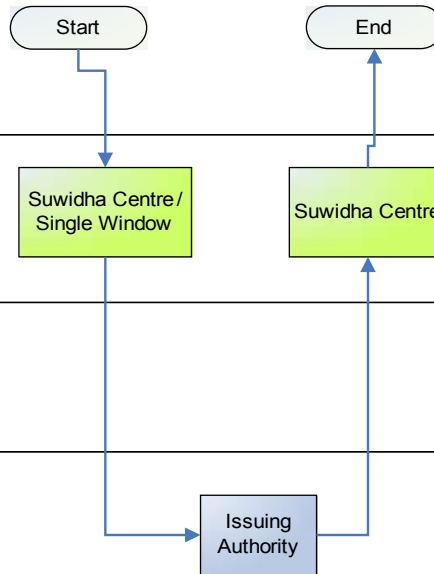
Re-engineering the work flow/process

Computerisation of Record

Office of Deputy Commissioners

Birth Certificate

Re-engineered Process – DC, Hoshiarpur



Time Taken-
7 days (Theoretically)

Office of Deputy Commissioners

New Arms License

Re-engineering the work flow/process

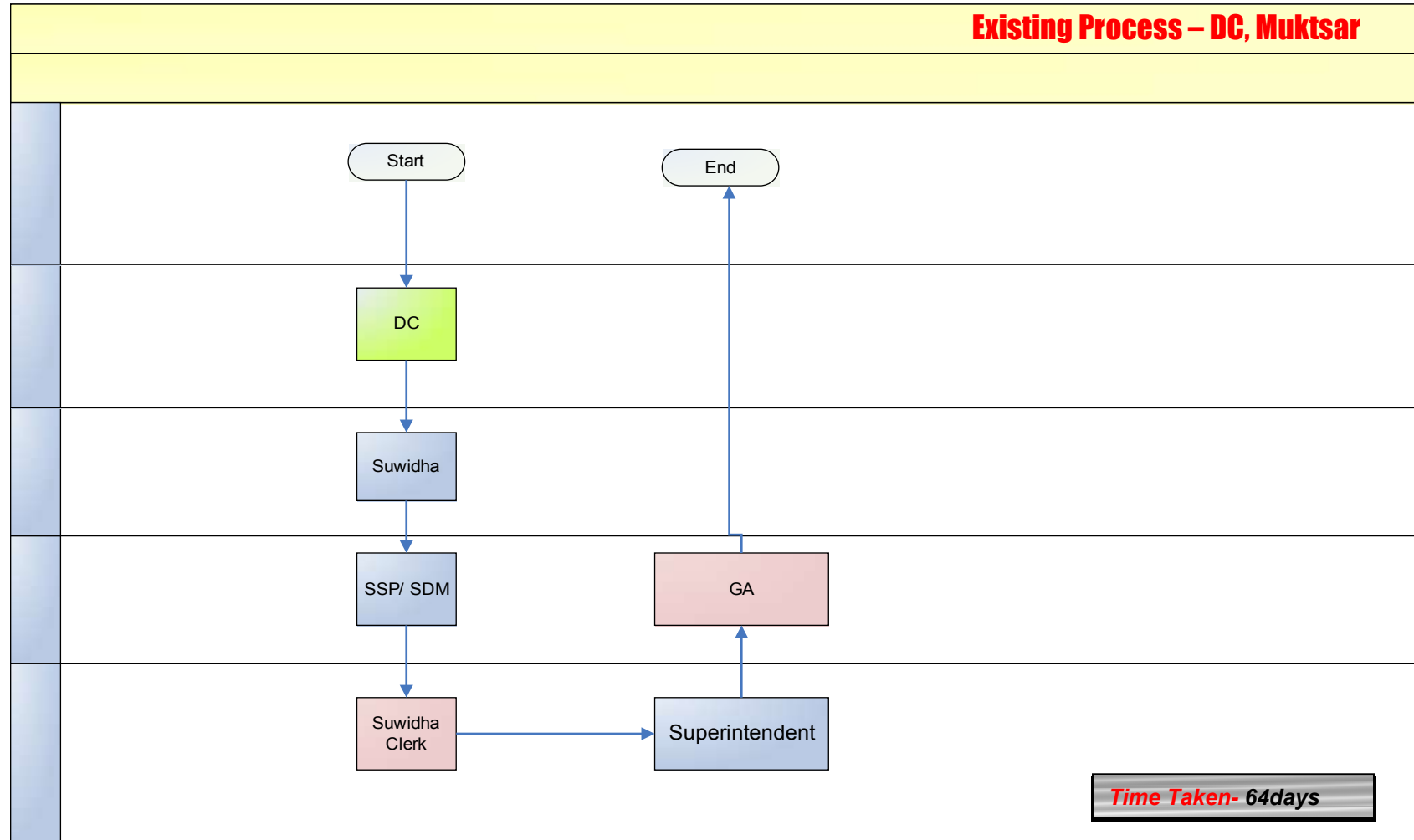
DC, Muktsar

Time period may be reduced in all cases by sending files directly to the dealing clerk and if the case is rejected by DM then it may follow the old system of down-marking to ADM >GA>LPA

It is proposed that if Weapon Inspection Authority is delegate to the SDM's

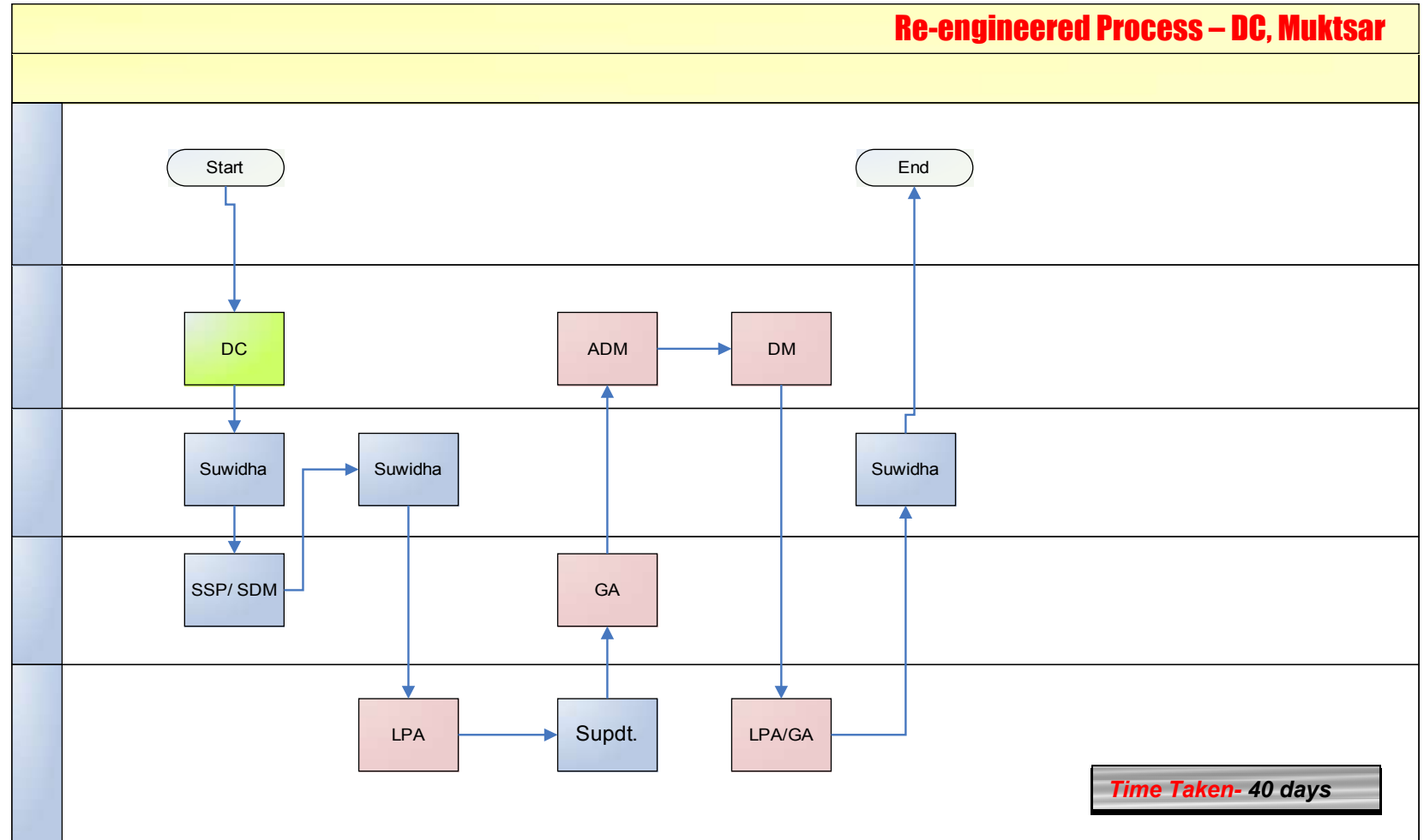
Office of Deputy Commissioners

New Arms License

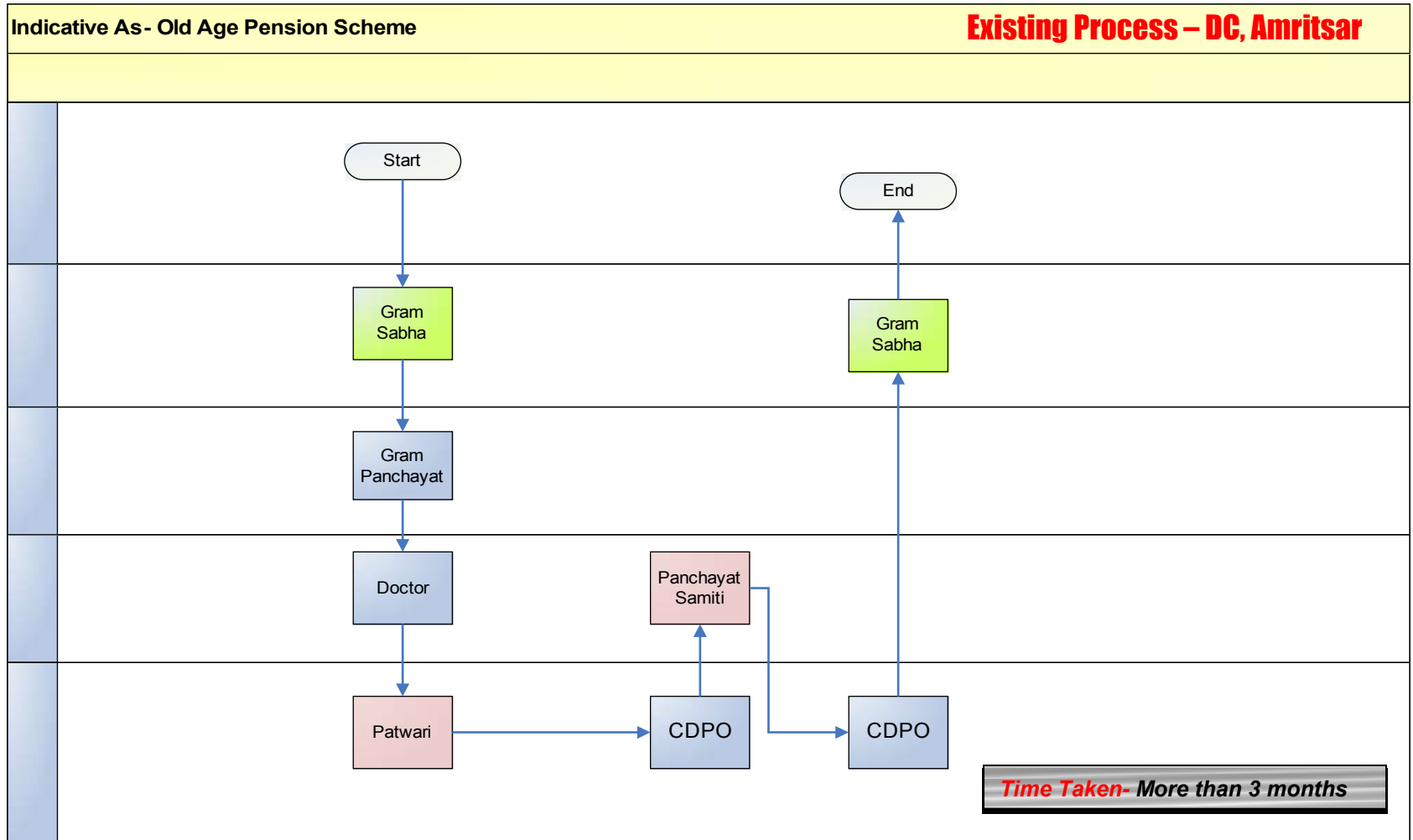


Office of Deputy Commissioners

New Arms License



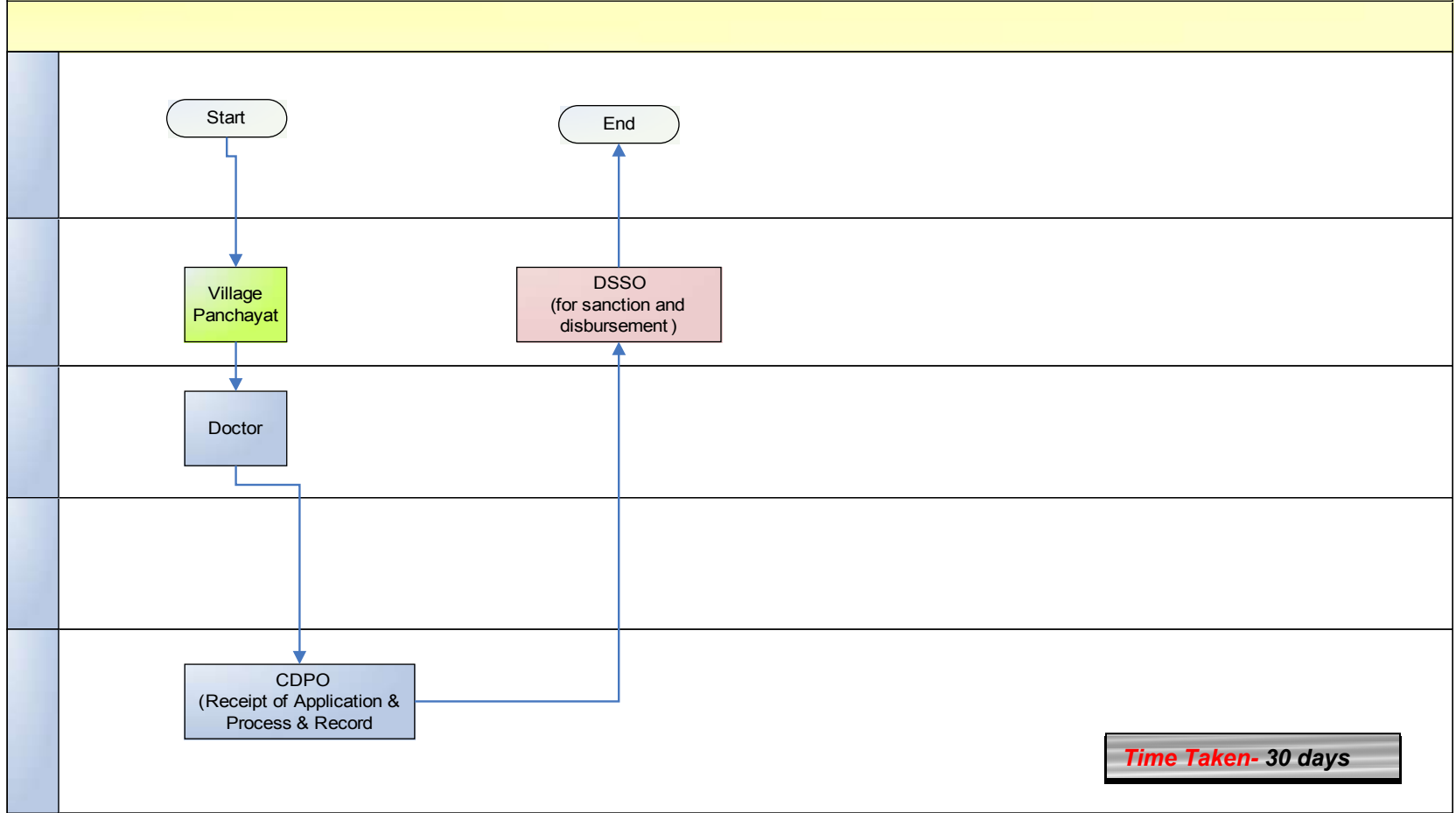
Office of Deputy Commissioners



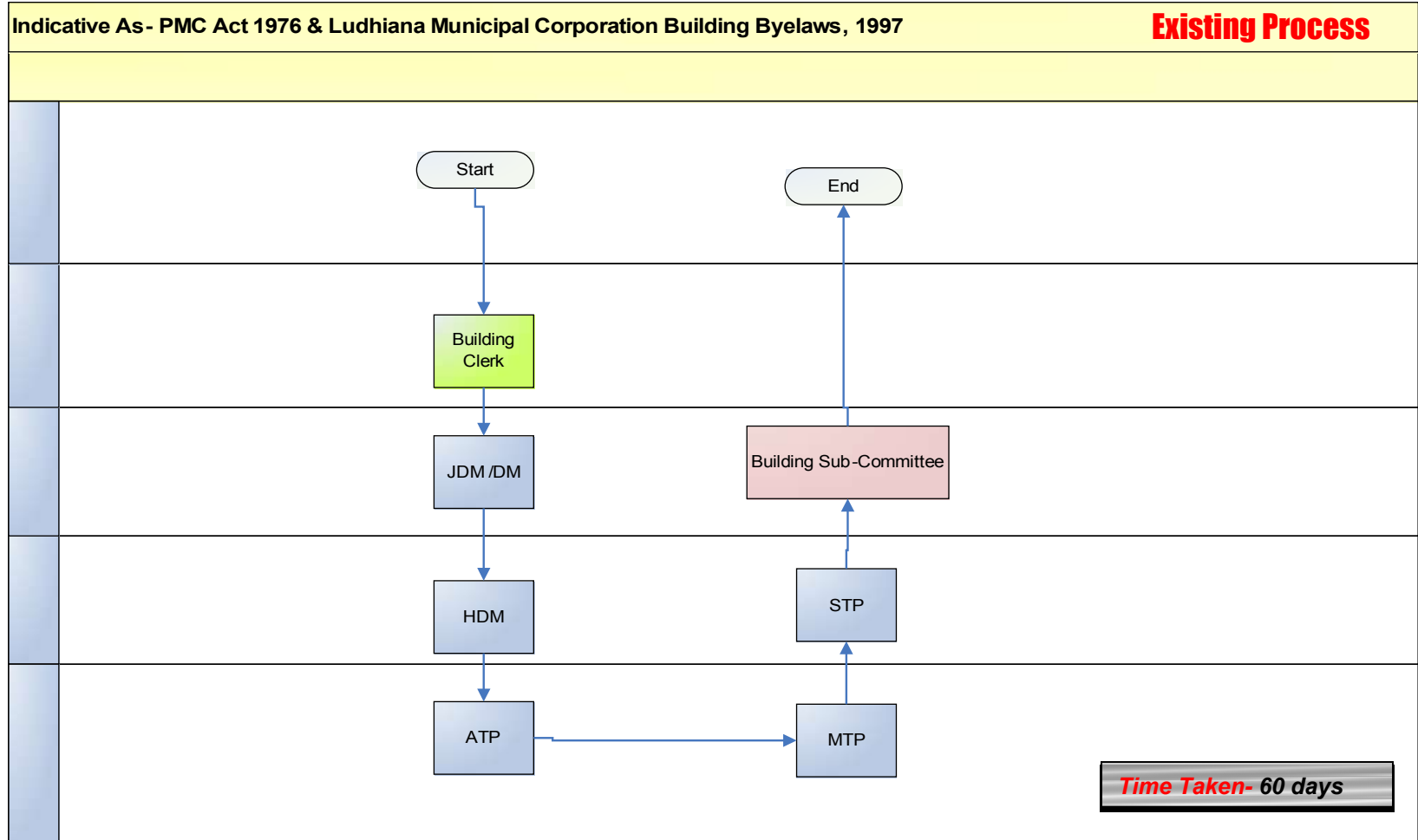
Office of Deputy Commissioners

Indicative As- Old Age Pension Scheme

Re-engineered Process – DC, Amritsar



Department of Local Government



Department of Local Government

Re-engineering the work flow/process

**Section 263 (1) of the Punjab Municipal Corporation Act, 1976
reducing 15 days for sanction of residential plans instead
of 60 days**

Department of Local Government

