Annexure 6

Process Maps of the select services recommended for BPR
Specific Recommendations of working group of BPR
GMADA

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

Existing Process

Single Window

Start

Record Branch

Supdt. → Record Keeper → Supdt. → S.A. (Allotment) → Supdt. → SO (Record) → End

Allotment Branch

Asstt. Estate Officer → SDO (Building) → JE → Asstt. Estate Officer → Estate Officer

Estate Office


Accounts Branch

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

Re-engineered Process

Single Window

Start

End

Record Branch

Record Keeper

Allotment Branch

S.A. (Allotment)
Sr. Asstt. (Allotment)
Supdt. (Allotment)

Estate Office

Accounts Branch

Sr. Asstt. (A/cs)

Time Taken- 10 days
(In case of GPA 45 days)
GMADA
Transfer of Plot/House/Commercial Site (before Conveyance Dee)

Specific Recommendations of BPR

Existing Process

- Start
  - Supdt.
  - Record Keeper
  - Supdt. (Record)
  - Supdt.
  - SO (Record)
  - SO (Record)
- End

Record Branch

- Supdt.
- Record Keeper
- Supdt. (Record)
- Supdt.
- SO (Record)
- SO (Record)

Allotment Branch

- S.A. (Allotment)

Estate Office

- Asstt. Estate Officer
- SDO (Building)
- JE
- Asstt. Estate Officer
- Estate Officer

Accounts Branch

- Sr. Asstt. (A/cs)
- Sr. Asstt. (Loans)
- Sr. Asstt. (A/cs)

Time Taken- 15 days
(In case of GPA 45 days)
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)
<table>
<thead>
<tr>
<th>Specific Recommendations of BPR</th>
<th>GMADA</th>
<th>Transfer of Plot/House/Commercial Site (before Conveyance Deed)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Re-engineered Process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Single Window</strong></td>
</tr>
<tr>
<td><strong>Record Branch</strong></td>
</tr>
<tr>
<td><strong>Allotment Branch</strong></td>
</tr>
<tr>
<td><strong>Estate Office</strong></td>
</tr>
<tr>
<td><strong>Accounts Branch</strong></td>
</tr>
</tbody>
</table>

**Start**
- **Record Keeper**

**End**
- **S.A. (Allotment)**
- **Asst. Estate Officer**
- **Estate Officer**
- **Sr. Asst. (A/cs)**

*Time Taken*- 10 days  
(In case of GPA 45 days)
GMADA
Issuance of Conveyance Deed

Existing Process

<table>
<thead>
<tr>
<th>Single Window</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record Branch</td>
<td>Supdt. (Record)</td>
<td>Record Keeper</td>
</tr>
<tr>
<td></td>
<td>Supdt. (Record)</td>
<td>Supdt.</td>
</tr>
<tr>
<td></td>
<td>SO (Record)</td>
<td>SO (Record)</td>
</tr>
<tr>
<td>Allotment Branch</td>
<td>S.A. (Allotment)</td>
<td></td>
</tr>
<tr>
<td>Estate Office</td>
<td>Asstt. Estate Officer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SDO (Building)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>JE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Asstt. Estate Officer</td>
<td></td>
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<tr>
<td></td>
<td>Estate Officer</td>
<td></td>
</tr>
<tr>
<td>Accounts Branch</td>
<td>Sr. Asstt. (A/cs)</td>
<td></td>
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<tr>
<td></td>
<td>Sr. Asstt. (Loans)</td>
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<tr>
<td></td>
<td>Sr. Asstt. (A/cs)</td>
<td></td>
</tr>
</tbody>
</table>

**Time Taken**: 25 days
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

<table>
<thead>
<tr>
<th>Specific Recommendations of BPR</th>
<th>Re-engineered Process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Single Window</strong></td>
<td><strong>Record Keeper</strong></td>
</tr>
<tr>
<td><strong>Record Branch</strong></td>
<td><strong>Record Keeper</strong></td>
</tr>
<tr>
<td><strong>Allotment Branch</strong></td>
<td><strong>S.A. (Allotment)</strong></td>
</tr>
<tr>
<td><strong>Estate Office</strong></td>
<td><strong>Asst. Estate Officer</strong></td>
</tr>
<tr>
<td><strong>Accounts Branch</strong></td>
<td><strong>Sr. Asstt. (A/cs)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Time Taken- 15 days</strong></td>
</tr>
</tbody>
</table>

In case NO NDC has been submitted by the applicant, the files shall go to A/cs Branch as well and root followed shall be as follows:
GMADA
Change of Ownership

<table>
<thead>
<tr>
<th>Specific Recommendations of BPR</th>
</tr>
</thead>
</table>

### Existing Process

<table>
<thead>
<tr>
<th>Single Window</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Record Branch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supdt. (Record)</td>
</tr>
<tr>
<td>SO (Record)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Allotment Branch</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.A. (Allotment)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Estate Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asstt. Estate Officer</td>
</tr>
<tr>
<td>SDO (Building)</td>
</tr>
<tr>
<td>Estate Officer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounts Branch</th>
</tr>
</thead>
</table>

*Time Taken - 10 days*
GMADA
Change of Ownership

Re-engineering the work flow/process

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

#### Change of Ownership

<table>
<thead>
<tr>
<th>Specific Recommendations of BPR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Window</td>
</tr>
<tr>
<td>Record Branch</td>
</tr>
<tr>
<td>Allotment Branch</td>
</tr>
<tr>
<td>Estate Office</td>
</tr>
<tr>
<td>Accounts Branch</td>
</tr>
</tbody>
</table>

#### Re-engineered Process

- **Start**
- **End**

- **Record Keeper**
- **Supdt.**

**Time Taken - 5 days**
GMADA
Issuance of Permission to Mortgage

Existing Process

<table>
<thead>
<tr>
<th>Single Window</th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Start</td>
<td></td>
<td>End</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Record Branch</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Supdt. (Record)</td>
<td>Record Keeper</td>
<td>Supdt. (Record)</td>
</tr>
<tr>
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<td></td>
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<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Allotment Branch</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>S.A. (Allotment)</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Estate Office</th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Asstt. Estate Officer</td>
<td>SDO (Building)</td>
<td>JE</td>
</tr>
<tr>
<td></td>
<td>Asstt. Estate Officer</td>
<td>Estate Officer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounts Branch</th>
<th></th>
<th></th>
</tr>
</thead>
</table>

**Time Taken – 10 days**
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**

<table>
<thead>
<tr>
<th>Specific Recommendations of BPR</th>
</tr>
</thead>
</table>

## Re-engineered Process

<table>
<thead>
<tr>
<th>Single Window</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record Branch</td>
<td>Record Keeper</td>
<td>Supdt.</td>
</tr>
<tr>
<td>Allotment Branch</td>
<td>S.A. (Allotment)</td>
<td></td>
</tr>
<tr>
<td>Estate Office</td>
<td></td>
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<tr>
<td>Accounts Branch</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Time Taken - 10 days**
GMADA
Sanction of Sewerage Connection

Existing Process

<table>
<thead>
<tr>
<th>Single Window</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Divisional Engg. (PH)</td>
<td>Divisional Engg. (PH)</td>
<td></td>
</tr>
<tr>
<td>Sub-Divisional Engg (PH)</td>
<td>J.E (PH)</td>
<td></td>
</tr>
</tbody>
</table>

Time Taken - 10 days
<table>
<thead>
<tr>
<th>Re-engineering the work flow/process</th>
</tr>
</thead>
</table>

| 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, feed 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 neighbourers of the areas. |

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

### Sanction of Sewerage Connection

<table>
<thead>
<tr>
<th>Specific Recommendations of BPR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Window</td>
</tr>
<tr>
<td>Record Branch</td>
</tr>
<tr>
<td>Allocation Branch</td>
</tr>
<tr>
<td>Estate Office</td>
</tr>
<tr>
<td>Accounts Branch</td>
</tr>
</tbody>
</table>

**RE-engineered Process**

- **Start**
- **End**

- **Divisional Engg.**

**Time Taken – 5 days**
GMADA

Notice of Completion & Permission to Occupy

Existing Process

<table>
<thead>
<tr>
<th>Single Window</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supdt. (Record)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sr. Asst. (Building)</td>
<td>Sub-Divisional Officer (B)</td>
<td>Junior Engg. (B)</td>
</tr>
<tr>
<td>Sub-Divisional Officer (B)</td>
<td>Estate Officer</td>
<td></td>
</tr>
</tbody>
</table>

Time Taken - 30 days
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

Re-engineered Process

<table>
<thead>
<tr>
<th>Single Window</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

Start

Record Keeper

Sr. Asstt. (B)

Sub-Divisional Officer (B)

End

Time Taken – 10 days

Specific Recommendations of BPR
Punjab State Electricity Board

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

Existing Process

Start

Consumer Clerk (CC)

Consumer Clerk (CC)

Consumer Clerk (CC)

Consumer Clerk (CC)

RA

RA

RA

SDO

SDO

Cashier

JE

End

Time Taken:
One week for issue of Demand Notice
**Re-engineering the work flow/process**

<table>
<thead>
<tr>
<th>Website need to be upgraded every month.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Service Centres need to be opened at convenient / central place of the town/city</td>
</tr>
<tr>
<td>ESR/CAS required to be amended to authorize RA to accept all application upto 50 KW</td>
</tr>
<tr>
<td>Detailed procedure &amp; 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.</td>
</tr>
<tr>
<td>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)</td>
</tr>
</tbody>
</table>
Punjab State Electricity Board
Release of Electric Connection under DS/NRS Category for load upto 50 KW

Re-engineered Process

Start
RA (2 days)
Cashier (1 day)
CC (2 days)
SDO (2 days)
JE (5 days)
Ledger Clerk
End

Time Taken-
Release of supply from existing system is 30 days.
Punjab State Electricity Board

Change of name/ Transfer of title

Existing Process

Start

SDO

SDO

JE

JE

RA

RA

Ledger Clerk

CC

Time Taken-
15 days
1 month
2 months
3 months
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

Re-engineered Process

- Start
- Cashier (1 day)
- JE (2 days)
- CC/ Ledger Clerk
- SDO (2 days)
- End

Time Taken:
7 days from receipt of application for LT and 14 days from receipt of application for HT/ EHT consumers
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

Re-engineered Process

Case 1

Start

SDO (1 day)

JE (2 days, site/ estimate)

SDO

JE (2 days/ 2 weeks if LT/ HT shifting/ 3 weeks if shifting t/f)

CC

RA

End

Case 2

Start

SDO

SDO (1)/ Xen SE (Op CE Comm)

CE (Comm) CE(Op) SE Sr. Xen SDO(2)

JE for estimate (2 days)

CC

RA

End

SDO(2) for sanct.

SDO

JE (2 days/ 2 weeks if LT/ HT shifting/ 3 weeks if shifting t/f)

SDO(1)/Get a photocopy of application and send directly to SDO(2) for advance action

Time Taken:
- 7 days for connection
- 20 days for LT/HT lines
- 30 days for shifting of T/F (as per ES code)
Re-connection order

Existing Process

Start

SDO

RA (defaulting amount charges)

Ledger Clerk

RA

SDO

End

SDO

CASHIER

Ledger Clerk

CC

JE

Time Taken:
Time not specified
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

Re-engineered Process

Start

SDO

RA

Cashier

SDO

End

JE

CC/ RA

Time Taken-
Within 24 hours from the time the consumer
- makes good the default
- pays the prescribed amount as per schedule of general charges, if any
- pays the MMC/ fixed charges for the period of disconnection and additional charges for the delayed payment
Punjab State Electricity Board
Meter change order / Meter challenge

Existing Process

Start

SDO → CASHIER → JE → MMTS / Enf. → JE → SDO

End

RA → SDO → CASHIER → CC → SDO → JE/ MMT/ Enf. → RA → LEDGER CLERK

Time Taken: Time not specified
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

Re-engineered Process

- Start
- SDO
- CC
- JE
- CC
- JE
- SDO
- RA
- LEDGER CLERK
- CASHIER
- JE/ MMTS/ Enf
- ME/ LAB
- RA/ CC
- CASHIER

Time Taken:
Testing of meter within seven days of deposit of fee
Punjab State Electricity Board
Challenged Bill

Existing Process

Start

SDO

RA

CASHIER

UDC/Revenue

End

Time Taken:
Time not specified
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

Re-engineered Process

Start

SDO

RA

End

Time Taken
Disputed bill to be decided within 24 hours
Office of Deputy Commissioners
Birth Certificate

Existing Process – DC, Hoshiarpur

Start

Suvidha Centre

Supdt. (Civil Surgeon)

Supdt. (Statistics Branch)

Receipt Clerk

S.A./Computer/Record Keeper

Supdt. (Statistics Branch)

SA/Dispatch

ADR/Issuing Authority

End

Time Taken-
7 days (Theoratically)
Office of Deputy Commissioners

Birth Certificate

Specific Recommendations of BPR

- Re-engineering the work flow/process
- Computerisation of Record
Re-engineered Process – DC, Hoshiarpur

Start

Suwidha Centre / Single Window

Issuing Authority

Suwidha Centre

End

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

Existing Process – DC, Muktsar

Start

DC

Suwidha

SSP/ SDM

GA

Suwidha Clerk

Superintendent

End

Time Taken - 64 days
Office of Deputy Commissioners

New Arms License

Re-engineered Process – DC, Muktsar

Time Taken: 40 days
### Office of Deputy Commissioners

<table>
<thead>
<tr>
<th>Indicative As - Old Age Pension Scheme</th>
<th>Existing Process – DC, Amritsar</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start</strong></td>
<td><strong>End</strong></td>
</tr>
<tr>
<td>Gram Sabha</td>
<td>Gram Sabha</td>
</tr>
<tr>
<td>Gram Panchayat</td>
<td></td>
</tr>
<tr>
<td>Doctor</td>
<td></td>
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<tr>
<td>Patwari</td>
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<tr>
<td>CDPO</td>
<td></td>
</tr>
</tbody>
</table>

**Time Taken:** More than 3 months
Office of Deputy Commissioners

Indicative As - Old Age Pension Scheme

Start

Village Panchayat

Doctor

DSSO (for sanction and disbursement)

End

CDPO (Receipt of Application & Process & Record)

Re-engineered Process – DC, Amritsar

Time Taken - 30 days

Existing Process

Start

Building Clerk

JDM / DM

HDM

ATP

Building Sub-Committee

STP

MTP

End

Time Taken - 60 days

Department of Local Government
Department of Local Government

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

Re-engineering the work flow/process

#### Re-engineered Process

<table>
<thead>
<tr>
<th>Start</th>
<th>JDM / DM</th>
<th>ATP (Sanctioning Authority)</th>
<th>End</th>
</tr>
</thead>
</table>

**Time Taken-** 15 days

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**Department of Local Government**

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**Specific Recommendations of BPR**