

# **Manual - 01**

## **Publication of Information regarding items specified by Rules-4(1)b (1) of the Right to Information Act 2005**

### **(The particulars of its Organization, functions and duties)**

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

**SUWIDHA** (Single User-friendly Window Disposal and Help-line for Applicants), designed and developed by National Informatics Centre (NIC) Provides convenience to the citizen. It is built to provide the convenience to the citizen by capturing the input at a single point, defining a specified delivery date depending upon the type of service and accepting cash at the counter itself.

SUWIDHA 1.X version was initially implemented at Fatehgarh Sahib District in the year 2003 as per directions of the Chief Secretary, Govt. of Punjab and then rolled out in all the Districts.

During its inception, SUWIDHA was mainly conceived for the DC Office only, but its successful implementation has generated its demand at the offices at other levels of the district administration such as SDM Office, Tehsil etc.

During the course of successful statewide rollout of SUWIDHA 1.X in Punjab, some issues cropped up for retrospection. The issues were either experienced or were based on the feedback received from the districts. Learning from experiences and user feedback, substantial changes were carried out to bring standardization and uniformity in the implementation of SUWIDHA in the state apart from having wider applicability & long-term sustainability of the project. This stems from the fact that in the districts, there is no standard pattern of branches. Also the services being offered through SUWIDHA were localized.. Another aspect has been the wider acceptability of SUWIDHA across the state.

All the above factors necessitated the requirement to initiate the development and implementation of SUWIDHA Version 2.0 at this stage in order to build a statewide standard, uniform and integrated project. The new version of SUWIDHA Version 2.1 is mainly targeted to have uniform and standard appeal both in form of standardization of branches, services and documents required for services as well as its applicability at more than one centers at different levels in district in order to have statewide but district-centric approach.

Chairman,SSCS,  
Ludhiana

## **Manual-02**

### **Publication of Information regarding items specified by Rules-4(1)b (2) of the Right to Information Act 2005**

***(The powers and duties of its officers and employees)***

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

**Powers of the Governing Body:-** Subject to the Memorandum of Association and these Rules and the rules and regulations and guidelines laid down by the Punjab the governance society from time to time, but without prejudice to the generally of powers and duties, the Governing Body shall have full functional autonomy and shall exercise the following powers inter-alia:

1. Take decision on matters of policy relating to the administration, working and control of the Society.
2. Consider and approve programme and plans of the Society in conformity within the scope of the objectives of the Society and under the overall guidance of Punjab State E-Governance Society and to sanction expenditure for the execution of the plan.
3. Workout and recommend to the Punjab State E-Governance Society the eligibility conditions, duration, selection process etc for various types of system integrators, developers, stake holders, financial collaborators, public- private partners, implementers executors of the various e-Governance initiatives including franchises of Sukhmani and other citizen services centers.
4. Workout and recommend to the Punjab State E- Governance Society Rules and, Regulations and Bye-laws for the conduct of the affairs of the Sukhmani Society and also to recommend to the Punjab State E-Governance Society to add, amend, or repeal the rules and regulation from time to time.
5. Consider, approve and authorize operation of the funds of the Society. Collect payments and user charges on behalf of Punjab state E- Governance Society and other departments and agencies and transfer or utilize the same in the manner prescribed in the agreements.
6. Collect payments and user charges on behalf of other departments and agencies and transfer it in the manner prescribed in the agreements with Punjab E-Governance Society and Government.
7. Frame norms, guidelines and terms and conditions of agreement with stake holders and franchises to establish Sukhmani Centres and to add to or amend them from time to time.
8. Workout and recommend to the Punjab State E-Governance Society the norms, guidelines and terms and conditions and service level agreements with stakeholders and franchises to

establish Sukhmani Centers and other IT and e-Governance services and to add to or amend them from time to time

9. Appoint Committees or Sub-Committees, by whatever name called comprising member (s) of the Society and such outside experts and officers of the Society as may be nominated by it for specific tasks, for the disposal of any of its business or for tendering advice on any matter pertaining to the administration and management of the Society.

10. Delegate, to such extent as it any deem necessary, any of its powers to any Officer or the Committees constituted by the Board.

11. Handle the work on job-work and/or outsourcing basis for the Society as per the norms laid down by the Punjab State E-Governance Society.

12. Acquire by gift, purchase, exchange, lease, hire or otherwise nay property, movable or immovable, and to construct, improve, alter, demolish or repair buildings, space, works and constructions as may be necessary or convenient for carrying on the activates of the Society,

13. Negotiate, enter into and make contracts and deeds on behalf of the Society without any Government supports. To enter into legal and corporate agreements for and on behalf of the society and to sue and defend all legal proceedings on behalf of the society.

14. Solicit and receive grants, gifts donations or there contributions from central Government, State government, user charges, cases, contributions, fee and funds in any other forms, provided it is approved by the Executive Committee.

15. Do all such acts and things as are incidental or conducive to the discharge of the functions and attainment of any of the objects of the Society.

16. Create positions for temporary posts on job-work and/or outsourcing basis for the Society, lay down terms and conditions of service of such employees and method of appointments thereto;

#### **Powers, Functions & Responsibilities of the Member Secretary:**

a. The Member- Secretary shall be responsible for the proper administration of the Society. All other staff of the society shall be subordinate to the Member-Secretary. He shall be the custodian of the record, the funds of the Society & such other property of the society as the Board may commit to his charge.

b. The Member-Secretary shall have such other powers & perform other duties as may be delegated or assigned to him by the Board.

c. The Member-Secretary may delegate any of his powers to any of his subordinate with the approval of the Boards.

d. The Member-Secretary of Board of Governor shall act as the Member- Secretary of the Society and will record the proceedings of the meetings of the General Body of the Society and of the Board of Governors and maintain a proper record of these meetings in accordance with the provisions of the Bye-laws of the Society.

e. In the event of the post of the Member-Secretary remaining vacant or the Member-Secretary being absent or unable to perform his duties or any reason. It shall be open for the Board to direct any Officer or Officers in the service of the Society to exercise temporarily such powers & perform such functions and duties of the Member-Secretary as the Board may deem fit.

f. The Member-Secretary will have the accounts maintained and also arrange for the annual audit in accordance with the provisions in the Rules and Bye-laws of the Society.

g. The Member –Secretary shall carry out the general correspondence in connection with the work assigned to him/her by the Chairman from time to time.

h. To hire and fire the manpower for the society and other staff in accordance with Rules/regulations/byelaws of the Society. To represent the society in all its legal matters jointly or through any authorized representative.

i. To manage the properties or the money under the fund, to manage accounts and execute all contracts on behalf of the society. To collect funds for the society by donations, grants in aid, contributions and raising money whenever required.

j. To prepare the budget relating to the administrative expenses of the body and committee such as expenditure on TA/DA of the members, this shall be a legitimate charge on the fund.

k. To exercise all other powers and execute such functions as may be assigned to him by the Body or the Executive Committee.

l. To do all acts deeds and things necessary for carrying out his functions as Member-Secretary.

#### **THE POWERS AND DUTIES OF THE EMPLOYEE**

<b>Sr. No</b>	<b>Name of the Post</b>	<b>Powers and Duties</b>
1	System Manager/ Administrator	Supervision of the Centre & Solve the Technical Problems Regarding Software
2	Accountant	To maintain Cash Accounts books and Ledgers. Prepare Trial balance in tally Software and get audited from the Auditors. Prepare Salary Bills of Staff of all the Centres.
3	Data Entry Operator	Receives the Applications from Applicants and send the same to the Concerned Branch/Office for further processing. On receipt of reports from the Concerned Branch/Office Update the status of Applications and Delivered the documents to the Applicants.
4	Security Guard	To remain on duty at the entrance of SUWIDHA Center, Guard the Centre, after closing time and at night
5	Peon-cum-safai sewak	Delivers the Dak to the Concerned Officers/Branches. To carry out cleaning of the Centre and its surroundings.

Chairman, SSCS,  
Ludhiana.

# Manual - 03

## Publication of Information regarding items specified by Rules-4(1)b (3) of the Right to Information Act 2005

*(The procedure followed in the decision making process, including channels of supervision and accountability)*

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

### **Sukhmani Society for Citizen Services Ludhiana (SSCS- Ludhiana)**

In the matter of Society Registration Act, XXI of 1860 being an act for the registration of Literary, Scientific and Charitable Societies.

And

In the matter of Sukhmani Society for Citizen Services, Ludhiana (SSCS- Ludhiana (hereinafter referred to as the Society) pertaining to Rules and Regulations of Society for the execution, implementation and handling of Citizen Services and its operations of different types.

### **MEMORANDUM OF ASSOCIATION**

#### **1. Preamble**

The primary objective of the **Sukhmani Society for Citizen Services Ludhiana (SSCS- Ludhiana)** is to establish, manage, operate, maintain and control the service centres, namely, Sukhmani centers in the District for providing integrated citizen services pertaining to all departments under one roof to the public in an efficient, transparent, convenient and friendly manner using IT in all or any aspects of citizen services to maximize speed, accountability, objectivity, affordability, and accessibility from the perspective of the citizens.

The Sukhmani Society is a district level body that would work under the overall umbrella framework of Punjab State E-Governance Society (PSEGS). All the service centers in the district would be established, managed and run by the Sukhmani Society of that district on a self sustaining revenue model. Sukhmani Centres are the one stop shop for all Government services in an integrated manner.

It is considered expedient to provide the Society a legal entity by getting it registered under The Societies Registration Act, 1860.

2. (a) **Name:** The name of the Society shall be **Sukhmani Society for Citizen Services Ludhiana (SSCS- Ludhiana)** Society for short.
- (b) **Office:** The Registered office of the Society shall be at Office of the Deputy Commissioner, Ludhiana.
3. (a) **Definitions:** In this Memorandum and the Rules made there under unless the context otherwise requires:-
  - a. "The 'Act' means the Societies Registration Act 1860, (Punjab Amendment Act, 957) as applied to the State of Punjab or any statutory modification thereof for the time being in force."
  - b. "Board of Governors" shall mean the body which is constituted as the "Board of Governors of the Society" by the Government.
  - c. The "Chairman" shall mean the "Chairman" of the Board of Governors.
  - d. IT shall mean: Information Technology.
  - e. Member means :
    - i. The ex-officio members as per the constitution of the society or
    - ii. Such Person(s) who may be accepted in future as Members of the Society on such terms and conditions as laid down by the Board of Governors.
    - iii. Such Person(s), institutions, organizations, societies, corporate bodies who may be accepted in future as the co-opted Members of the Board of Governors on such terms and conditions as laid down by the Board of Governors
  - f. "Member Secretary" means Member Secretary of the Board of Governors of the Sukhmani Society for Citizen Services. Additional Deputy Commission (General) or Additional Deputy Commission (Development) as per the recommendations of Deputy Commissioner shall be the Member Secretary.
  - g. "Chief Executive Officer" means Chief Executive Officer of the Sukhmani Society for Citizen Service.
  - h. "The Society" means the **Sukhmani Society for Citizen Services Ludhiana** known by the name

,style and manner of **(SSCS- Ludhiana)**

- i. "State Government" shall mean the Government of Punjab in the Department of Information Technology or in any other way it is known as.
  - j. "IT experts" shall mean a specialist from the field of Information Technology, computers, communication or electronics with a formal graduate degree in computers/ Information Technology/ communication/ electronics/ management or other related fields with 8 to 10 years of experience and can contribute his expertise & experience to achieve the objectives of the Society.
  - k. "Eminent citizens" shall mean well-known, distinguished, important, renowned or reputed persons from the general public duly recommended by the district
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- l. "The Society" means the **Sukhmani Society for Citizen Services** Ludhiana known by the name, style and manner of **(SSCS- Ludhiana)**
  - m. "State Government" shall mean the Government of Punjab in the Department of Information Technology or in any other way it is known as.
  - n. "IT experts" shall mean a specialist from the field of Information Technology, computers, communication or electronics with a formal graduate degree in computers/ Information Technology/ communication/ electronics/ management or other related fields with 8 to 10 years of experience and can contribute his expertise & experience to achieve the objectives of the Society.
  - o. "Eminent citizens" shall mean well-known, distinguished, important, renowned or reputed persons from the general public duly recommended by the district/ state administration.

#### **4. Objectives and functions of the Society:**

- a. To establish, manage, operate, maintain and control the service centres, namely, the Sukhmani centers throughout the District for providing citizen services in an integrated manner to the public in an efficient, transparent, convenient, friendly and cost effective manner through the use of IT or otherwise in all or any aspects of citizen services to maximize speed, accountability, objectivity, affordability, and accessibility from the perspective of the citizens.
- b. To identify and recommend the Citizen Services which can be provided in consultation and co-ordination with the concerned departments on priority by various departments/ organizations.
- c. To workout and implement the action plan for the establishment of citizen's service centres in the district on a self sustaining revenue model in collaboration with the private sector, NGOs or other innovative methods as per the requirements of the specific areas.
- d. To ensure and maintain the Standard of Service as per the Service Level Agreements between departments, Punjab State E-Governance Society, Sukhmani Service Centres, franchisees, Financial Institutions and the government.
- e. To workout and recommend the service fee or user charges that could be charged from the end customers for the approval of the competent authority and concerned departments/ organizations over and above the prescribed bill amount/ fee/ statutory fee for providing the services through Sukhmani Centres/ Financial Institutions or Franchisees.
- f. To collect the revenue/ payments/ service charge on behalf of Punjab State E-Governance Society, various government departments and organizations and to issue receipts on behalf of the Punjab E-Governance Society and concerned Departments and Organizations.
- g. To chalk out detailed procedures for the collection of revenue for various services provided by the Sukhmani centres and to transfer the revenue in to the accounts of the Punjab State E-Governance Society and to the concerned departments and organizations as per the policy guidelines of Punjab State E-Governance Society. To keep detailed account of the revenue collected and the transactions.
- h. Regular reconciliation of bank accounts between all stakeholders including the concerned departments, the financial institutions, the Sukhmani Centre and the Punjab e- governance Society.
- i. To buy, sell, let on hire, lease, trade, import, export, repair or otherwise deal with IT resources, services & support on turkey basis like hardware, software, connectivity, networking, training, stationery, consumables etc. including operational & managerial manpower, hiring of professionals, consultancy services by following the procedure prescribed. To ensure the other infrastructure requirements including site preparation and timely availability of the necessary resources for the various activities under the project.
- j. To liason with the associated IT companies for the analysis, design, development, testing and the implementation of the application software, networking, connectivity and other solutions necessary for providing Citizen Services through the use of information technology.
- k. To enter into collaborations, partnerships, agreements and contracts with Indian or foreign individuals, companies or organizations for establishment of Sukhmani Centers in the district.
- l. To enter into any agreement with any Government or other authorities or any corporations/ companies, or persons which may seem conducive to the Society's objects or any of them and to obtain from any such Government authorities, corporations, companies, societies or persons any contracts, rights, privileges and concessions which the society may think desirable and to carry out, exercise and comply with any such contracts rights, privileges and concessions.
- m. To create, maintain, update, common databases at the district level as per the guidelines of the Department of Information Technology in collaboration with the concerned the Departments and to monitor, administer and control the flow of the data and information between

- the Sukhmani centers and the concerned agencies.
- n. To recruit and deploy the operational and managerial staff and other human resources, purely on a self sustaining and contract basis, for operation, maintenance and running of the Citizen service centres as per the requirement/norms fixed by the Society from time to time.
  - o. To take all publicity measures and campaigning through media like TV, radio, newspaper, conferences, seminars, public meetings, banners and posters etc for creating awareness about the services of the Sukhmani centres for the benefit of the common man, specially the rural masses.
  - p. To interact with the various agencies associated with the services to be rendered through the Sukhmani centers and to facilitate inter-departmental coordination in all IT related matters.
  - q. To recommend the necessary administrative reforms or processes re-engineering required to accomplish the objectives of good governance through IT or otherwise. To test and recommend modifications to be made in the system or the processes involved.
  - r. To take necessary steps to ensure the security, safety, backup, disaster recovery and protection of the Government electronic Data, both on-line and off-line, as well as physical records of various departments, agencies and organizations.
  - s. To set procedures for taking routine backups regularly, generating various Management Information System reports of the revenue, payments and operation and maintenance related information of Sukhmani Centres with all the stake holders like Financial Institution concerned, concerned departments, agencies and the Punjab E-Governance Society.
  - t. To establish and implement a system of regular detailed review and monitoring mechanism for constantly evaluating the progress, performance, consistency and quality of the Citizen services given by various franchises and other centres with respect to the agreed quality in the service level agreements.
  - u. To facilitate and assist in implementation of Citizen Charters framed by the other departments through the use of E-governance and IT as a tool. Also assist the concerned departments in measuring the performance of Citizen charters with respect to the agreed quality.
  - v. To take all steps necessary to promote efficiency, reduce delays, enhance accountability, transparency and objectivity in the functioning of the concerned government departments participating in the SUKHMANI centres, directly or indirectly.
  - w. To make all other expenditures in connection with providing Citizen services through the Citizen services centre including salaries, connectivity costs, cost of power, cost of maintenance and consumables, cost of upgradation of equipment, other facilities to citizens etc
  - x. To lend or deposit moneys belonging to or entrusted to or at the disposal of the Society or franchisees and other having dealings with the society with or without security, upon such terms as may be thought proper and to guarantee the performance of contracts by such persons or company provided that the Society shall not carry on banking business as defined in Banking Companies Regulation Act 1949. To borrow and raise money with or without security or to receive money and deposit on interest or otherwise in such manner as the Society may deem fit.
  - y. To draw, issue, accept and to endorse discount and negotiate promissory notes, bills of exchange, delivery orders, warrants, warehouse, keeping, certificates and other negotiable or commercial or mercantile instruments connected with the business of the Society.
  - z. To establish and maintain any agencies and franchises in the district for the conduct of the business of the Society.
  - aa. To improve, manage, work, develop, alter, exchange, lease, mortgage, turn to account, abandon or otherwise deal with all or any part to the property rights and concessions of the Society. To let out on hire all or any of the properties of the Society including every description of apparatus appliances of the Society.
  - bb. To create any depreciation fund, reserve fund, sinking fund, insurance fund or any special or other fund whether for depreciation or for repairing, improving, extending or maintaining any of the properties of the Society and to transfer any such fund or part thereof to any of the other funds herein mentioned.
  - cc. To do all such other lawful things as may be necessary, incidental or conducive to the attainment of the above objects.

**5. Funding of Society is resources, operations and management:**

- a. The expenditure on IT resources, operations and management of the state-level Society would be funded mainly through the share of user charges and other income of society.
- b. Initially, the capital costs for the purpose of setting up the society and its infrastructure would be provided by the Government. So far, only a grant amounting to Rs. 30 lacs has been released by Punjab Government to Punjab State E- Governance Society and the District level Sukhmani Society for the "Sukhmani" an integrated Citizen Services pilot Project in Ludhiana.
- c. The Society may approach Government of India, Government of Punjab, any financial institutions or sources for funding the project depending upon the policy at that time and the project structuring/ requirement.
- d. **Sources of income of the Society:** The Society will facilitate/ execute/ implement various E-Governance projects and also provide integrated services on behalf of various Government Departments at a service charge to be decided by the Government.
- e. **Operations and Management (O & M) of the society:** The Society will not have a permanent staff of its own. Any required operating, administrative, technical and other manpower may be deployed on job work, contract or outsourcing basis from project to project basis for at no cost to the Government. Any expenditure on manpower would be met by the Society out of its own resources like the service charges collected by the Society in lieu of providing services.
- f. The income and property of the Society howsoever derived shall be applied towards the promotion of the objects thereof as set-forth in this Memorandum of Association.
- g. No part of income and property of the Society shall be paid or transferred, directly or indirectly, by way of profit, to the persons/ body who are, or, at any time, have been or shall be members of the Society or Board of Governors or to any of them or to any persons claiming through them or any of them.

**6. Board of Governors:**

The names, designations and address of the present members and office bearers of the Board of Governors, to whom the management of the affairs of the Society is entrusted as required under Section 2 of the Registration of Societies Act, 1860 (Act XXI of 1860) read with Punjab Amendment Act of 1957, shall be as under: (For Sukhmani Society for Citizen Services, Ludhiana)

SN	Name & Designation	Address	Remarks
	<b>Ex-office Members</b>		
1.	Deputy Commissioner, Ludhiana	Mini Secretariat, Ludhiana	<b>Chairman / CEO</b>
2.	Director Cum Secretary to Government of Punjab, Department of Information Technology or his representative	SCO 193-195, Sector 34-A, Chandigarh	Member
3.	Commissioner, Municipal Corporation, Ludhiana	Municipal Corporation, Ludhiana	Member
4.	Any two SDMs of the District to be nominated by Deputy Commissioner		Member
5.	Chief Engineer, Punjab State Electricity Board	Punjab State Electricity Board, Sarabha Nagar, Ferozpur Road, Ludhiana	Member
6.	General Manager, Bharat Sanchar Nigam Limited, Ludhiana	Bharat Sanchar Nigam Limited, Ludhiana	Member
7.	One representative of each of the implementing Bank(s)		Member
8.	Additional Chief Administrator, PUDA, Ludhiana	Samrala, Road, Ludhiana	Member
9.	Additional Deputy Commissioner (General) or Additional Deputy Commissioner (Development) as per	Mini Secretariat, Ludhiana	Member-Secretary

SN	Name & Designation	Address	Remarks
	the recommendations of Deputy Commissioner		
	<b>Nominated Members</b>		
10.	Three IT experts to be nominated by the Government in the Department of Information Technology		Member
11.	Three eminent citizens to be nominated by the Government in the Department of Information Technology		Member
	<b>Co-opted Members</b>		
12.	Any other member which the Board of Governors of Government in the Department of Information Technology decide to co-opt		Co-opted Members

**7. Rules and Regulations:** The Board of Governors is authorized to frame rules and regulations for conducting the business of the Society based on this Memorandum of Association subject to the approval of Punjab State e-Governance Society in the Department of Information Technology.

**RULES  
OF  
Sukhmani Society for Citizen Services Ludhiana (SSCS- Ludhiana)**

1. **Registered Office:** The Registered Office of the Society shall be situated at Ludhiana, Presently the registered office is to be located at the Deputy Commissioner, Ludhiana, Mini Sectriat, Ludhiana.
2. **Short title and commencement**
  1. This Society may be called the Sukhmani Society for Citizen Services, Ludhiana.
  2. **Definitions:** In this Memorandum and the Rules made there under unless the context otherwise requires:-
    - (a) "The 'Act' means the Societies Registration Act 1860, (Punjab Amendment Act, 1957) as applied to the State of Punjab or any statutory modification thereof for the time being in force."
    - (b) "Board of Governors" shall mean the body which is constituted as the "Board of Governors of the Society" by the Government.
    - (c) "Committee" means the Executive Committee of the society.
    - (d) The "Chairman" shall mean the "Chairman" of the Board of Governors.
    - (e) IT shall mean: Information Technology.
    - (f) Member means :
      - i. The ex-office members as per the constitution of the society
      - ii. Such Person(s) who may be accepted in future as Members of the Society on such terms and conditions as laid down by the Board of Governors.
      - iii. Such Person(s), institutions, organizations, societies, corporate bodies who may be accepted in future as the co-opted Members of the Board of Governors on such terms and conditions as laid down by the Board of Governors.
    - (g) "Member Secretary" means Member Secretary of the Board of Governors of the Sukhmani Society for Citizen Services. Additional Deputy Commission (General) or Additional Deputy Commission (Development) as per the recommendations of Deputy Commissioner shall be the Member Secretary.
    - (h) "Chief Executive Officer" means Chief Executive Officer of the Sukhmani Society for Citizen Services.
    - (i) "The Society" means the **Sukhmani Society for Citizen Services** Ludhiana known by the name, style and manner of **(SSCS- Ludhiana)**
    - (j) "State Government" shall mean the Government of Punjab in the Department of Information Technology or in any other way it is known as.
    - (k) "IT experts" shall mean specialist from the field of Information Technology, computers, communication or electronics with a formal graduate degree in computers/ Information Technology/ communication/ electronics/ management or other related fields with 8 to 10 years of experience and can contribute his expertise & experience to achieve the objectives of the Society.
    - (l) "Eminent citizens" shall mean well-known, distinguished, important, renowned or reputed persons from the general public duly recommended by the district/ state administration.
3. **AUTHORITIES OF THE SOCIETY: The Authorities of the Society shall consist of the following:**
  - a. The Board of Governors
  - b. The Chairman of the Board of Governor
  - c. The Member Secretary of the Society
  - d. Chief Executive Officer of the Society.
  - e. Apart from the Member Secretary, the officers as may be appointed from time to time shall be officers of the Society.
4. **The Board of Governors:**
  - a. The Society shall have its Board of Governors as the Supreme Authority and source of all powers, functions and activities.
  - b. The general superintendence, direction and control of the affairs of the Society and of its income and property shall be vested in the Board of Governors of the Society hereinafter referred to as "The Board" or "The Board of Governors".

**5. Constitution of the Board of Governors**

(For Sukhmani Society for Citizen Services, Ludhiana)

SN	Name & Designation	Remarks
<b>Ex-officio Members</b>		
1.	Deputy Commissioner, Ludhiana	<b>Chairman/ CEO</b>
2.	Director Cum Secretary to Government of Punjab, Department of Information Technology Or his representative	Member
3.	Any two SDMs of the District to be nominated by Deputy Commissioner	Members
4.	Commissioner, Municipal Corporation, Ludhiana	Member
5.	Chief Engineer, Punjab State Electricity Board.	Member
6.	General Manager, Bharat Sanchar Nigam Limited, Ludhiana	Member
7.	Representatives of the implementing Bank(s)	Members
8.	Additional Chief Administrator, PUDA, Ludhiana	Member
9.	Additional Deputy Commission (General) or Additional Deputy Commission (Development) as per the recommendation of Deputy Commissioner	Member Secretary
<b>Nominated Members</b>		
10.	Three IT experts to be nominated by the or Government in the Department of information Technology	Members
11.	Three eminent citizens to be nominated by the or Government in the Department of information Technology	Members
<b>Co-opted Members</b>		
12.	Any other member which Board of Governors or Government in the Department of information Technology Decide ton co-opt	Co-opted

**6. MEMBERS OF THE SOCIETY:**

- a. The Society shall consist of the following:
  - i. **All the ex-officio members** as per the provision at Sr. no. 1 to 9 of para 5 in the constitution of the Board of Governors.
  - ii. The **members nominated** by the Government as per the provision at Sr. no. 10 to 11 of para 5 in the constitution of the Board of Governors.
  - iii. Other individuals, institutions, organizations and corporate bodies to be accepted in future as **Co-opted Members** as per terms and conditions of eligibility as may be laid down and approved by the Board of Governors from time to time as per the provision at Sr. no. 12 of para 5 in the constitution of the Board of Governors.
- b. The Society shall keep a Roll of nominated and co-opted Members and every such member of the Society shall sign the roll and state therein his name, occupation and address.
- c. If a nominated and co-opted member of the Society changes his address, he shall inform his new address to the Member Secretary who shall thereupon enter his new address in the Roll of such Members. But if he fails to inform his new address, the address in the Roll of Members shall be deemed to be his address.
- d. **Termination of Membership :**
  - i. Where a person becomes a member of the Society by reason of the office or appointment he holds, his membership of the Society shall terminate when he ceases to hold that office or appointment.
  - ii. Whenever a member other than the ex-officio member, desires to resign from the membership of the Society, he shall address his resignation to the Member Secretary of the Society and submit the same to him. The membership of such person shall stand terminated from the date of his resignation.
  - iii. A member of the Society shall cease to be a member, if Board of Governors so desire.

**7. Meeting of Board Of Governors**

- a. The Board shall ordinarily meet 4 times in a year but the gap between one meeting and the other shall not be more than 120 day.
- b. Every meeting of the Board of Governors shall be presided over by the Chairman of the Board of Governors and in his absence, the Member Secretary, shall preside over the meeting.
- c. The Chairman may, whenever he thinks fit, and shall, on the written requisition of not less than four members, call a special meeting of the Board of Governors.
- d. **Notice and quorum for the meetings of the Society:**

- i. Every notice calling a meeting of the Board of Governors shall state the date, time & place at which such meeting will be held and shall be served upon every member not less than 48 hours before the day & time appointed for the meeting;
- ii. Provided that the Chairman for reasons to be recorded shall have the authority to call a special meeting on such shorter notice as he thinks fit.
- iii. If the Chairman of the Board of Governors is unable to attend any meeting, then Member Secretary shall preside over such a meeting.
- e. The Board of Governors can further constitute committees and sub-committees and delegate the necessary powers and authorizations to such committees for the specific purposes.
- f. **Quorum:** Seven Members, out of whom at least three must be official members, shall constitute the Quorum.

**8. Conduct of Business of the Board of Governors**

- 1) The **Board of Governors** may function notwithstanding any vacancy in its constitution provided however, that at no time the number of vacancies shall be such that the total number of members is less than the quorum required for a meeting of the Board of Governors.
- 2) **Acts and Proceedings not to be invalidated by vacancies etc:** No act or proceeding of the Board of Governors or any authority of the Society or any committee constituted under this, shall be questioned on the ground merely of the existence of any vacancy or defect in the election, nomination or appointment of a person acting as a member thereof or any irregularity in its procedure not affecting the merits of the case.
- 3) Subject to the provisions herein contained, the **Board of Governors** may, with the previous approval of the Punjab Government, frame and vary from time to time, as it thinks fit, bye-laws for the conduct of its business.
- 4) In case of difference of opinion amongst the members, the opinion of the majority shall prevail.
- 5) Each member of the Board, including the Chairman, shall have one vote & if there is an equal number of votes on any question to be determined by the Board, the Chairman shall, in addition, have and exercise a casting vote.
- 6) Any resolution, except such as may be placed before the meeting of the Board, may be adopted by circulation among all its members, and any resolution so circulated and adopted by a majority of the Members who have given their approval, such Resolution shall be as effectual and binding as if such Resolution has been passed at a meeting of the Board, provided that in every such case, at least 7 members of the Board shall have recorded their approval to the Resolution.

**9. Powers, functions, duties and responsibilities:**

Subject to the Memorandum of Association and these Rules, but without prejudice to the generality of powers, the **Board of Governors** shall have the full functional autonomy and shall exercise the following **powers** and carry out the following **functions, duties and responsibilities** inter-alia:

**Powers of the Board of Governors**

- 1. Take decision on matters of policy relating to the administration, working and control of the Society.
- 2. Consider and approve programmes and plans of the Society in conformity with the scope of the objectives of the Society and under the overall guidance of Punjab State E-Governance Society and to sanction expenditure for the execution of the plan.
- 3. Workout and recommend to the Punjab State E-Governance Society the eligibility conditions, duration, selection process etc for various types of service providers, stake holders, financial collaborators, public-private partners, implementers, and branches of Sukhmani and other citizen services.
- 4. Workout and recommend to the Punjab State E-Governance Society Rules, Regulations and Bye-laws for the conduct of the affairs of the Sukhmani Society and to recommend to the Punjab State E-Governance Society to add, amend, or repeal the rules and regulation from time to time.
- 5. Consider, approve and authorize operation of the funds of the Society. Collect payments and user charges on behalf of Punjab State E-Governance Society and other departments and agencies and transfer or utilize the same in the manner prescribed in the agreements.
- 6. Workout and recommend to the Punjab State E-Governance Society the norms, guidelines and terms and conditions and service level agreements with stakeholders and franchises to establish Sukhmani Centres and other IT and e-Governance services and to add to or amend them from time to time.
- 7. Appoint Committees or Sub-Committees, by whatever name called, comprising member(s) of the Society and such outside experts and officers of the Society as may be nominated by it for specific tasks, for the disposal of any of its business or for tendering advice on any matter pertaining to the administration and management of the Society.
- 8. Delegate, to such extent as it may deem necessary, any of its powers to any Officer or the Committees constituted by the Board.
- 9. Handle the work on job-work and/or outsourcing basis for the Society as per the norms laid down by the Punjab State E-Governance Society.
- 10. Acquire by gift, purchase, exchange, lease, hire or otherwise any property, movable or immovable, and to construct, improve, alter, demolish or repair buildings, space, works and constructions as may be necessary or convenient for carrying on the activities of the Society.
- 11. Negotiate, enter into and make contracts and deeds on behalf of the Society without any Government support. To enter into legal and corporate agreements for and on behalf

12. of the society and to sue and defend all legal proceedings on behalf of the society;  
Institute and award, prizes and medals for innovative e-Governance and citizen services applications;
13. Solicit and receive grants, gifts, donations or other contributions from the Central Government, State Government, user charges, cess, contributions, fee and funds in any other forms, provided it is approved by the Executive Committee;
14. Do all such acts and things as are incidental or conducive to the discharge of the functions and attainment of any of the objects of the Society.

**Functions, duties and responsibilities of the Board of Governors:**

15. To prepare and execute the detailed plans and programmes for establishment of the public facilitation citizen service centers including working of the Society and to carry on its administration and management after such establishment.
16. To provide all types of IT resources & services like hardware, system software, power & printer peripherals, networking components etc for the establishment of Sukhmani centers with the participation of private sector on BOOT basis.
17. To prepare the budget estimates of the Society for each year and to sanction expenditure within the limits of budget as approved by the Board of Governors.
18. To have custody and ensure proper utilization of the funds of the Society and to manage all the resources of the Society.
19. To provide the required operating, administrative, technical, ministerial and other manpower under the Society on job work, contract or outsourcing basis from project to project basis for ensuring the efficient operation and management of the projects and the affairs of the society and to prescribe the conditions for hiring and firing of such manpower by the other departments and organizations as and when required.
20. To co-ordinate with the Punjab State E-Governance Society and district level departments/ organizations in the pursuit of its objectives of the society.
21. To consider and pass such Resolutions on the annual report, the annual accounts and the financial estimates of the society as it thinks fit.

## **Manual - 04**

### **Publication of Information regarding items specified by Rules-4(1)b (4) of the Right to Information Act 2005**

**(The Particulars of any arrangement that exists for consultation with or representative by the member of the public in relation to the formulation of policy of policy or implementation thereof)**

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

#### **Annexure 1**

<b>Sr No</b>	<b>Subject Topic</b>	<b>Is it mandatory to ensure public participation (yes/no)</b>	<b>Arrangements for seeking public participation</b>
<b>1</b>	The primary function of SUWIDHA Centre is Public in nature SUWIDHA Centres are to be open for public. Often NGO's come to the SUWIDHA for expressing their views for better services provided under SUWIDHA Centres to the public	Yes	1.Suggestion box placed in SUWIDHA citizens areas in Ludhiana District. 2.Grievance Register has been maintained in SUWIDHA Centre Ludhiana, in which public grievance are records and takes action immediately.

Chairman,SSCS,  
Ludhiana

## Manual - 05

### Publication of Information regarding items specified by Rules-4(1)b (5) of the Right to Information Act 2005

*(Statement of the Categories of documents that are held or under Control)*

Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.

#### Annexure II

Sr. No.	Category of the document	Name of the document and its introduction in one line	Procedure to obtain the document	Held by/under control of
1.	Administration	- Personal Files of the Staff, - Selection Interview, - Appointments, - Act of SSCS, - Rules & Regulations and - Correspondence with other offices, Govt. of Punjab etc.	Permissions of Chairman/PIO SSCS Ludhiana. as the case may be	Chairman - cum- Deputy Commissioner SSCS, Ludhiana,
2.	Finance	- Salary, leaves Etc. - Payments Receipts and Expenditure records etc.	- do-	-do-
3.	Procurement	- Purchase of The equipments etc. - Purchase of Computer Items Office & Computer Stationery ,Printing	- do-	-do-

4.	Store	Stationery etc. -Stock Register -Record of various purchases -Supplies & stores etc.		
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Chairman,SSCS  
Ludhiana

## **Manual - 06**

### **Publication of Information regarding items specified by Rules-4(1)b (6) of the Right to Information Act 2005**

**(A statement of boards, councils, committees and other bodies)**

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

- ❖ Name and address of the Affiliated Body
- ❖ Type of Affiliated Body (Board, Council, Committees, Other Bodies)
- ❖ Brief Introduction of the Affiliated Body (Establishment Year, Objective/Main Activities)
- ❖ Role of the Affiliated Body (Advisory/Managing/Executive/Others)
- ❖ Structure and Member Composition
- ❖ Head of the Body
- ❖ Address of main office and its Branches
- ❖ Frequency of Meetings
- ❖ Can public participate in the meetings?
- ❖ Are minutes of the meetings prepared?
- ❖ Are minutes of the meetings available to the Public? If yes
- ❖ Please provide information about the procedure to obtain them..

## Annexure III

### Sukhmani Society for Citizen Services Ludhiana

#### (SSCS-Ludhiana)

**1. REGISTERED OFFICE:** The Registered Office of the Society shall be situated at Ludhiana District. Presently the registered office is located at the Deputy Commissioner Ludhiana, District Administration Complex, Ludhiana.

#### 2. SHORT TITLE AND COMMENCEMENT

1 The Society may be called the Sukhmani Society for citizen services Ludhiana

**Definitions:** In this Memorandum and the Rules made there under unless the context otherwise requires:-

- a. "The 'Act' means the Societies Registration Act 1860, (Punjab Amendment Act, 1957) applied to the State of Punjab or any statutory modification thereof for the time being in force."
- b. " Board of Governors" shall mean the body which is constituted as the "Board of Governors of the Society" by the Government.
- c. The "Chairman" shall mean the "Chairman" of the Board of Governors.
- d. "Committee" means the Executive Committee of the society.
- e. "Body" means the Governing Body of the society.
- f. IT shall mean: Information Technology.
- g. "GENERAL Body means General Body of the Society comprising of Founder Members of the Society at present and such other person(s) institutions or organizations who will be accepted as member(s) in the future.
- h. Member means :
  - i. The founder members whose signatures are appended to the Memorandum at time of registration of Society.
  - ii. The ex-office members as per the constitution of the society or
  - iii Such Person(s) who may be accepted in future as Members of the Society on such terms and conditions as lay down by the Board of Governors.
  - iv. Such Person(s),institutions, organizations, societies, corporate bodies who may be accepted in future as the co-opted Members of the Board of Governors on such terms & conditions as laid down by the Board of Governors..
  - v. All such members shall be ex-office members and none of the members shall be the permanent life member.
- i. "Member Secretary" means Member Secretary of the Board of Governors of the Sukhmani Society for Citizen Services. Additional Deputy Commission (General) or Additional Deputy Commission (Development) as per the recommendations of Deputy Commissioner shall be the Member Secretary.
- j. "Chief Executive Officer" means Chief Executive Officer of the Sukhmani Society for Citizen. .
- k. "The Society" means the **Sukhmani Society for Citizen Services** Ludhiana known by the name, style and manner of **(SSCS- Ludhiana**
- l. "State Government" shall mean the Government of Punjab in the Department of Information Technology or in any other way it is known as.
- m. "IT experts" shall mean a specialist from the field of Information Technology, computers, communication or electronics with a formal graduate degree in computers/ Information Technology/ communication/ electronics/ management or other related fields

with 8 to 10 years of experience and can contribute his expertise & experience to achieve the objectives of the Society.

n. "Proxy" means a person appointed usually by written authority by a person entitled to vote personally, to vote at the discretion of the proxy.

o. "Eminent citizens" shall mean well-known, distinguished, important, renowned or reputed persons from the general public duly recommended by the district/state administration.

**3. AUTHORITIES OF THE SOCIETY:** The Authorities of the Society shall consist of the following:

- a) The General Body
- b) The Chairman of the Board of Governor
- c) The Vice Chairman of the Board of Governors
- d) The Member Secretary of the Society,
- e) Chief Executive Officer of the Society,
- f) Apart from the Member Secretary, The officers as may be appointed from time to time shall be officers of the Society.

#### **4. THE GENERAL BODY:**

- a. The Society shall have its General Body as the Supreme Authority and source of all powers, functions and activities.
- b. The General Body of the Society shall meet at least once in 12 months.
- c. The time gap between one meeting of the General Body and the next shall not be more than 12 months.

#### **5. MEMBERS OF THE SOCIETY:**

a. The Society shall consist of the following:

i. All the ex-office members as per the provision at Sr. no. 1 to 9 in the constitution of the board of Governors.

ii. Other individual, institutions, organizations and corporate bodies to be accepted in future as Members as per terms and conditions of eligibility as may be laid down by the Board of Governors and approved by the General Body from time to time.

b. The Society shall keep a Roll of Members and every member of the Society shall sign the roll and state therein his name, occupation and address..

c. If a nominated and co-opted member of the Society changes his address, he shall inform his new address to the Member Secretary who shall thereupon enter his new address in the Roll of such Members. But if he fails to inform his new address, the address in the Roll of Members shall be deemed to be his address.

d. Where a person becomes a member of the Society by reason of the office or appointment he holds, his membership of the Society shall terminate when he ceases to hold that office or appointment.

e. **Termination of Membership** :Whenever a member other than the ex-officio member, desires to resign from the membership of the Society, he shall address his resignation to the Member Secretary of the Society and submit the same to him. The membership of such person shall stand terminated from the date of his resignation.A member of the Society shall cease to be a member, if Board of Governors so desires he/she.

**6. PRESENT MEMBERSHIP OF THE SOCIETY:**The Society shall consist of the following members:

<b>SN</b>	<b>Name &amp; Designation</b>	<b>Remarks</b>
	<b>Ex-office Members</b>	
1.	Deputy Commissioner, Ludhiana	<b>Chairman / CEO</b>
2.	Director Cum Secretary to Government of Punjab, Department of Information Technology or his representative	Member
3.	Commissioner, Municipal Corporation, Ludhiana	Member
4.	Any two SDMs of the District to be nominated by Deputy Commissioner	Member
5.	Chief Engineer, Punjab State Electricity Board	Member
6.	General Manager,Bharat Sanchar Nigam Limited, Ludhiana	Member
7	Representatives of the implementing Bank(s)	Member
8.	Additional Chief Administrator, PUDA, Ludhiana	Member
9.	Additional Deputy Commissioner (General) or Additional Deputy Commissioner (Development) as per	Member-Secretary

## **7. PROCEEDINGS OF THE SOCIETY**

(a) The Annual General Meeting of the Society shall be held at such time, date and place as may be determined by the Chairman or in his absence by the Vice-Chairman of the Board of Governors.

(b) Except as otherwise provided in these Rules, all meeting of the Society shall be called by notice under the signature of the Member Secretary or any other person Page 9 authorized by the Member Secretary, after the date, time and place have been duly approved by the Chairman of the Board of Governors as laid down under the rules.

## **8. NOTICE AND QUORUM FOR THE MEETINGS OF THE SOCIETY:**

i. Every notice calling a meeting of the Board of Governors shall the date, time & place at which such meeting will be held and shall be served upon every member not less than 48 hours before the day & time appointed for the meeting.

ii Provided that the Chairman for reasons to be recorded shall have the authority to call a special meeting on such shorter notice as he thinks fit.

**9. THE CHAIRMAN OF THE BOARD OF GOVERNORS** shall be the Chairman of the General Body .However if he is unable to attend any meeting then Member Secretary shall preside over such a meeting.

**10. BOARD OF GOVERNORS:** The general superintendence, direction and control of the affairs of the Society and of its income and property shall be vested in the Governing Body of the Society which shall be called the Board of Governors, Sukhmani.

## **11. CONSTITUTION OF THE GOVERNING BODY-THE BOARD OF GOVERNORS**

<b>SN</b>	<b>Name &amp; Designation</b>	<b>Remarks</b>
	<b>Ex-office Members</b>	
1.	Deputy Commissioner, Ludhiana	<b>Chairman / CEO</b>
2.	Director Cum Secretary to Government of Punjab, Department of Information Technology or his representative	Member
3.	Commissioner, Municipal Corporation, Ludhiana	Member
4.	Any two SDMs of the District to be nominated by Deputy Commissioner	Member
5.	Chief Engineer, Punjab State Electricity Board	Member

## **12. MEETING OF BOARD OF GOVERNORS**

- a. The Board shall ordinarily meet 4 times in a year but the gap between one meeting and the other shall not be more than 120 days.
- b. Every meeting of the Board of Governors shall be presided over by the Chairman of the Board of Governors and in his absence, the Member Secretary, shall preside over the meeting.
- c. The Chairman may, whenever he thinks fit and shall, on the written requisition of not less than four members, call a special meeting of the Board of Governors.
- d. QUORUM: Seven Members, out of whom at least five must be official members, shall constitute the Quorum.
- e. In case of difference of opinion amongst the members, the opinion of the majority shall prevail.
- f. Each member of the Board including the Chairman shall have one vote & if there are an equal number of votes on any question to be determined by the Board, the Chairman shall in addition have and exercise a casting vote.
- g. Any resolution except such as may be placed before the meeting of the Board, may be adopted by circulation among all its members, and any resolution so circulated and adopted by a majority of the Members who have given their approval, such Resolution shall be as effectual and binding as if such Resolution has been passed at a meeting of the Board provided that in every such case, at least 5 members of the Board shall have recorded their approval to the Resolution.

## **13. CONDUCT OF BUSINESS OF THE BODY**

- 1) The body may function notwithstanding any vacancy in its constitution provided, however, that at no time the number of vacancies shall be such that the total numbers of members is less than the quorum required for a meeting of the body.
- 2) Subject to the provisions herein contained, the Governing Body may, with the previous approval of the Punjab Government, frame and vary from time to time, as it thinks fit, byelaws for the conduct of its business.

## **14. ACTS AND PROCEEDINGS NOT TO BE INVALIDATED BY VACANCIES ETC**

No act or proceeding of the Governing Body or any authority of the Society or any committee constituted under this, shall be questioned on the ground merely of the existence of any vacancy or defect in the election, nomination or appointment of a person acting as a member thereof or any irregularity in its procedure not affecting the merits of the case.

## **15. FUNCTIONS AND DUTIES OF THE BOARD:**

1. To prepare and execute the detailed plans and programmes for establishment of the public facilitation citizen service centers including working of the Society and to carry on its administration and management after such establishment.
2. To receive grants and contributions and to have custody of the funds of the service centres and to manage the properties of the Society.
3. To prepare the budget estimate of the Society for each year and to sanction expenditure within the limits of budget as approved by the Board of Governors.
4. To prescribe rules and regulations for the implementation of E-Governance applications in conformity with the policy approved in this behalf by the State Government and Board of Governors.
5. To create operating administrative, technical, ministerial and other contractual posts under Society and to make appointments for the efficient management of the affairs of the society

and to recruit, finalize the conditions of service and control the staff. For such purposes ,the Society shall have its own rules without having any parity with the Punjab Government Service rules including leave, pension ,HRA,DA and other allowances etc.

6. To co-operate with any other organization in the matter of IT in e-Governance.
- 7.To enter into agreements for and on behalf of the society.
- 8.To sue and defend all legal proceedings on behalf of the society.
- 9.To cooperate and collaborate with other State level, national and/or foreign institutions/international organization in the pursuit of its objective.
- 10.To delegate ,to such extent as it may deem necessary, any of its powers to any Officer or Committee or Board.
- 11.To consider and pass such Resolutions on the annual report, the annual accounts and the financial estimates of the society as it thinks fit. Such annual reports, annual accounts and financial estimates along with the resolution passed by the Board being submitted to the State Government.
- 12.To make adopt, amend, vary or rescind from time to time, with the prior approval of the State Government ,Bye-laws for
  - i.The regulation of and for admission of the affairs of the society & for the furtherance of its objects.
  - ii. For the conduct of the business of the Board & the Committees to be appointed by it.
  - iii. For delegation of its powers
  - iv. For the co-operation of Members to the Board

**16 POWERS OF THE GOVERNING BODY:** Subject to the Memorandum of Association and these Rules, and the rules and regulations and guidelines society from time to time, but without prejudice to the generality of powers and duties, the Governing Body shall have full functional autonomy and shall exercise the following powers inter alia:

- I. Take decision on matters of policy relating to the administration and working of the Society.
- II. Consider and approve programs of the society within the scope of the objectives of the Society within the scope of the objectives of the Society mentioned in the Memorandum of association.
- III. Workout and recommend to the Punjab State E-Governance Society the eligibility conditions ,duration, selection process etc for various types of system integrators, developers stake holders, financial collaborators, public-private partners implementers ,executors of the various e-Governance initiatives including franchises of Sukhmani and other citizen services centres.
- IV. Workout and recommend to the Punjab State E-Governance Society Rules and Regulations and Bye-laws for the conduct of the affairs of the Sukhmani Society and also to recommend to the Punjab State E –Governance Society to add, amend or repeal the rules and regulations from time to time.
- V. Consider, approve and authorize operation of the funds of the Society in line with the overall guidelines of Government of Punjab and Punjab E-Governance Society.
- VI. Collect payments and user charges on behalf of other department and agencies and transfer it in the manner prescribed in the agreements with Punjab E-Governance Society and Government.

VII. Frame norms, guidelines and terms and conditions of agreement with stake holders and franchises to establish Sukhmani Centres and to add to or amend them from time to time.

VIII. Appoint Committees or Sub-Committees, by whatever name called, comprising member(s) of the Society and such experts and officers of the Society as may be nominated by it for specific tasks, for the disposal of any of its business or for tendering advice on any matter pertaining to the administration and management of the Society.

IX. Create positions for temporary posts on job-work and/or outsourcing basis for the Society, lay down terms and conditions of service of such employees and method of appointment thereto;

X. Acquire by gift, purchase, exchange, lease/hire or otherwise any property movable or immovable and to construct, improve/alter, demolish or repair buildings, works and constructions as may be necessary or convenient for carrying on the activities of the Society;

XI. Negotiate, enter into and make contacts and deeds on behalf of the Society without any Government support;

XII. Solicit and receive grants, gifts, donations or other contributions from the Central/State Government or from any other source, provided it is approved by the Executive Committee;

XIII. Do all such acts things as are incidental or conducive to the discharge of the functions and attainment of any of the objects of the Society.

#### **17. ASSETS AND FUNDS OF SOCIETY**

**I.** Government of Punjab may contribute the capital contributions from Public sector undertakings, Cooperative institutions, and other Public sector organizations, Financial Institutions.

**II.** The recurring expenditure of the society would be met out of the share of service charges collected through the Sukhmani centres from the citizen services.

**III.** The Society may accept contribution from statutory bodies created under the Acts of Parliament or of the State Legislature, the International organizations, NRIs, industry, Private bodies and individuals.

**IV.** The Society shall maintain assets register and accounts as per corporate practices relating to IT industry.

**V. Vesting of the assets and funds:** The Assets of the fund shall vest with the Society.

#### **18. OBJECTS FOR WHICH THE FUND OF THE SOCIETY COULD BE USED:**

(a) The objects of the fund shall be as approved by the Board of Governors.

(b) All decisions for utilization of funds would be recorded in executive office order register.

(c) Some of the indicative uses are as follows:

**I.** For creation, operation, management and maintenance of common databases to be used for IT enabled citizen services in the District.

**II.** For developing replicable and reusable models of e-Governance in various Government Departments, Offices, Boards and Corporations at the District level;

**III.** For creation, operation, management and maintenance of IT and other resources for IT enabled citizen services and department at the district level and below.

**IV.** Administrative expenses incurred by the body or Committee such as compensation, salary allowances and traveling Allowances and daily allowances of the members can be legitimate charges on the funds of the Punjab E-Governance Society in accordance with the provision of the funds of the Society.

**V.** For IT innovations in administration re-engineering and for IT supported resources optimization at the district level;

**VI.** To impact special training, awareness and capacity building in the field of IT for various State Government Departments, Offices, Boards, Corporations and

general public;

VII. For any other purpose, which seeks to achieve the objectives of the Society.

**19. THE TREASURER OF FUND:**The Executive Committee of the Governing Body headed by the Member Secretary or any other person authorized by the Executive Committee shall be the treasurer of the funds.

**20.OPERATION OF BANK ACCOUNT:**The bank accounts of the Society shall be kept in the name of the Society and shall be operated upon by the Chairman of the Society or any other person authorized by the Executive Committee.

**21.ACCOUNTS AND AUDIT:** a) The member Secretary shall keep or cause to be kept proper accounts of the receipts and payments, income and expenditure and of the property,assets and liabilities of the Society. The Annual Accounts shall be made up by the end of the financial year;  
b) The Accounts of the Society shall be audited and certified by the Auditor General, Punjab or any other competent authority appointed by Government of Punjab.

**22. ARBITRATION AND RECONCILIATION:**Any dispute between two or more members of the Society, which has an impact upon the activities of the Society, shall be referred to and resolved amicably by the Principal Secretary to Government of Punjab,Department of Information Technology.

b) The extent of penalty that may be imposed through arbitration shall be limited to a maximum of 15% of the agreement.

**23. ALTERNATIONS OF THE RULES AND REPUDIATIONS:**

The Society may alter these rules and regulations at any time by a resolution passed majority of the total membership of the Society and a majority of the members present and voting at any meeting of the Society duly convened for the purpose.

**24.EXECUTIVE COMMITTEE OF THE SOCIETY:** Following are the executive committee of the Society:

SN	Name & Designation	Remarks
	<b>Ex-office Members</b>	
1.	Deputy Commissioner, Ludhiana	<b>Chairman / CEO</b>
2.	Director Cum Secretary to Government of Punjab, Department of Information Technology or his representative	Member
3.	Commissioner, Municipal Corporation, Ludhiana	Member
4.	Any two SDMs of the District to be nominated by Deputy Commissioner	Member
5.	Chief Engineer, Punjab State Electricity Board	Member
6.	General Manager, Bharat Sanchar Nigam Limited, Ludhiana	Member
7	Representative of the implementing Bank(s)	Member

8.	Additional Chief Administrator, PUDA, Ludhiana	Member
9.	Additional Deputy Commissioner (General) or Additional Deputy Commissioner (Development) as per the recommendations of Deputy Commissioner	Member- Secretary
	<b>Nominated Members</b>	
10.	Three IT experts to be nominated by the Government in the Department of Information Technology	
11.	Three eminent citizens to be nominated by the Government in the Department of Information Technology	
	<b>Co-opted Members</b>	
12.	Any other member which the Board of Governors of Government in the Department of Information Technology decide to co-opt	

**25.CONTRACTS:**All contacts and other assurance shall be executed in the name of the Governing body and signed on their behalf by the Member Secretary of the Society or any other member, duly authorized by the Governing body.

**26 POWERS AND FUNCTIONS OF THE MEMBER SECRETARY:**

- a) The Member-Secretary shall be responsible for the proper administration of the Society. All other staff of the society shall be subordinate to the Member-Secretary. He shall be the custodian of the record, the funds of the Society & such other property of the society as the Board may commit to his charge.
- b) The Member-Secretary shall have such other powers & perform other duties as may be delegated or assigned to him by the Board.
- d) The Member-Secretary may delegate any of his powers to any of his subordinate with the approval of the Board.
- c) In the event of the post of the Member-Secretary remaining vacant or the Member-Secretary being absent or unable to perform his duties or any reason, it shall be open for the Board to direct any Officer or Officers in the service of the Society to exercise temporarily such powers & perform such functions and duties of the Member-Secretary as the Board may deem fit.
- d) The Member-Secretary of Board of Governor shall act as the Member-Secretary of the Society and the Board and will record the proceedings of the meetings of the General Body of the Society and of the Board of Governors and maintain a proper record of these meetings in accordance with the provisions of the Byelaws and the Act.
- e) The Member-Secretary shall have the accounts maintained and also arrange for the annual audit in accordance with the provisions in the Rules and Byelaws of the Society.
- f) The Member-Secretary shall carry out the general correspondence in connection with the work assigned to him/her by the Chairman from time to time.
- g) To hire and fire the manpower for the society and other staff in accordance with Rules/regulations/byelaws of the Society. To represent the society in all its legal matters jointly or through any authorized representative.
- h) To manage the properties or the money under the fund, to manage accounts and execute all contracts on behalf of the society. To collect funds for the society by donations, grants-in-aid, contributions and raising money whenever required.

- i) To prepare the budget relating to the administrative expenses of the body and committee such as expenditure on TA/DA of the members, which shall be a legitimate charge on the fund
- j) To exercise all other powers and execute such functions as may be assigned to him by the Body or the Executive Committee.
- k) To do all acts, deeds and things necessary for carrying out his functions as Member Secretary.

**27. WITHDRAWAL OF FUNDS:**

1. Withdrawal of funds from the accounts of the body shall be regulated in a manner to be determined by the Board of Governors.
2. Such withdrawals shall be made by cheques or requisition (as the case may be) signed by Member-Secretary authorized in this behalf by the Society.

**28. ANNUAL REPORT:**

A report on the working of the IT Initiative Fund for every year shall be prepared in the Month of June by the Member Secretary after the approval of the Governing Body, presented to the Government of Punjab.

**29. SUIT BY AND AGAINST THE SOCIETY:** The Society may sue or be sued in the name of the Society and the Member Secretary shall have all powers to defend any suits and sue in the name of the Society either by himself or acting through agents/officials duly appointed by the Member Secretary.

**30. POWERS OF THE STATE GOVERNMENT TO GIVE DIRECTIONS TO THE SOCIETY:** The State Government may give the Society such directions in vened for the purpose. The State Government may give the Society such directions in regard to the grants and funds provided by the State Government, as in its opinion, are necessary or expedient for carrying out the purposes of the Act/Rules. It shall be the duty of the Society to comply with such directions.

**31. REPEAL AND SAVINGS:**

- I. Subject to the prior approval of the Board of Governors the Society may alter, extend or abridge any purposes for which it is established, provided that the procedure prescribed in that behalf under the Act, as defined in these rules, have been followed.
- II. These Rules may be altered by the Society with the consent of the Board of Governors at any time by a resolution passed by a majority of 2/3<sup>rd</sup> of the total members present at any meeting of the Society which shall have been convened for the purpose after giving due notice of such resolution to the Members of the Society.

**CURRENT MEMBERS OF THE BOARD OF GOVERNORS S.S.C.S,  
LUDHIANA**

SN	Name & Designation	Remarks
	<b>Ex-office Members</b>	
1.	Deputy Commissioner, Ludhiana	<b>Chairman / CEO</b>
2.	Director Cum Secretary to Government of Punjab, Department of Information Technology or his representative	Member
3.	Commissioner, Municipal Corporation, Ludhiana	Member
4.	Any two SDMs of the District to be nominated by Deputy Commissioner	Member

5.	Chief Engineer, Punjab State Electricity Board	Member
6.	General Manager, Bharat Sanchar Nigam Limited, Ludhiana	Member
7	Representative of the implementing Bank(s)	Member
8.	Additional Chief Administrator, PUDA, Ludhiana	Member
9.	Additional Deputy Commissioner (General) or Additional Deputy Commissioner (Development) as per the recommendations of Deputy Commissioner	Member-Secretary
	<b>Nominated Members</b>	
10.	Three IT experts to be nominated by the Government in the Department of Information Technology	
11.	Three eminent citizens to be nominated by the Government in the Department of Information Technology	
	<b>Co-opted Members</b>	
12.	Any other member which the Board of Governors of Government in the Department of Information Technology decide to co-opt	

Chairman,SSCS  
Ludhiana

# Manual 7

## Publication of Information regarding items specified by Rules-4(1)b (7)of the Right to Information Act 2005

(The name, designations and other particulars of the Public Information Officers)  
Name of the Office SSCS, Suwidha Centre Ludhiana.

SR. NO	Name of the APIO/PIO/Appellate Auth.	Name of the Post presently held	Designated as APIO/PIO/Appellate Auth.	Address	Office Phone No./ Mobile No.	Office Fax No.	E-mail Address
01	S.Kuldeep Singh Vaid,PCS	Addl.Deputy Commissioner General,Ldh.	PIO	Office of The Deputy Commissioner, Ludhiana	0161-2400102	0161-2404055	<a href="mailto:kdvoid@gmail.com">kdvoid@gmail.com</a>
02	Smt.Balraj Kaur Grewal	DRO	APIO	-do-	0161-2432100	0161-2432100	
03	S.Jasbir Singh Bir, IAS	Commissioner Patiala, Division Patiala	Appellate Authority	Commissioner Patiala, Division Patiala	0175-2311324	0175-2311329	

Chairman,SSCS  
Ludhiana

# Manual 8

## Publication of Information regarding items specified by Rules-4(1)b (14)of the Right to Information Act 2005

**(The procedure followed in the decision making process, Including Channels of Supervision & Accountability)**

**Name of the Office :S.S.C.S. Suwidha Centre, D.A.C. Ludhiana**

SR.NO	Name of the Service	Nature/type of work	Name of the post which deals with the case before the decision making authority	Level at which decision is made(name of the post)
1.	Arms Licence related services	Data Entry Operator deals with the Applicants and sends the files/applications to the Arms Branch clerk who deals the files with relevant instructions.	Licensing Clerk Licensing Asst. Spuds Grade-1 AC(G)	District Magistrate  Addl. Distt. Magistrate
2.	Issuance of NOC of Petrol Pumps	Data Entry Operator deals with the Applicants & sends the files/applications to the MA Branch clerk who deals the files with relevant rules & instructions	M A	AC(G)
3.	New Passport	Data Entry Operator deals with the Applicants and sends to SSP office for verification & after verification file sends to Passport office, Chandigarh .	Clerk/Assistant superintendent of Passport Office	RPO CHD
4.	Counter Signature of Documents	Data Entry Operator deals with the Applicants & send the files/applications to verification concern department after verification send file in MA Branch for signature	Clerk MA Branch Misc. Assistant Supdt.	DDPO
5.	Character Verifications			

6.	Issuance of Permissions			
7.	Affidavit	Data Entry Operator deals with the Applicants & put up the Affidavits to the E.M. on Duty at Suwidha Centre for Attestation	Executive Magistrate-cum-Tehsildar/Naib Tehsildar/Naib on Duty at Suwidha Centre	Tehsildar / Naib Tehsildar
8.	Surety Bond			
9.	Indemnity Bond			
10.	Issuance of Copy of documents	Data Entry Operator deals with the Applicants & sends the files/applications to the copying Branch Clerk who deals the files with relevant rules & instructions.	Copying Clerk/Assistant, D.C office, Ludhiana	DRO
11.	Learning License	Data Entry Operator deals with the Applicants & sends the files/applications to the clerk DTO office who deals the files with relevant rules & instructions.	Clerk DTO Office Ludhiana	DTO
12.	Bus passes to Handicapped	Data Entry Operator deals with the Applicants & sends the files/applications to the concerned department		AC(G)
13.	Form Vendor	Data Entry Operator issues forms to the applicant as per their requirement	DEO	DEO
14.	Demarcation of Land	Data Entry Operator receives the applications from the applicant and send the same to the office of concerned circle Revenue Officer for further processing	Clerk/Assistant O/o the concerned circle Revenue Officer	Circle Revenue Officer
15.	Copy of Old Registry	Data Entry Operator receives the applications from the applicant and send the same to the concerned office.	Clerk	Tehsildar

<b>16.</b>	Certificates i. Rural Certificate ii. Residence Certificate iii. Cast Certificate iv. OBC Certificate v. Scheduled Certificate	Data Entry Operator receives the applications from the applicant and send the same to concern Tehsildar East/West/Central	Clerk	Tehsildar
<b>17.</b>	Ration Card	Data Entry Operator receives the applications from the applicant and send to concerned office	Inspector	AFSO
<b>18.</b>	DTO Challan	Data Entry Operator receives the applications from the applicant and send the same to the concerned office	Clerk	ADTO
<b>19.</b>	Marriage Registration Certificate	Data Entry Operator receives the applications from the applicant and send the same to the concerned office	Clerk	Tehsildar

Chairman,SSCS,  
Ludhiana

## **Manual - 09**

### **Publication of Information regarding items specified by Rules-4(1)b (9) of the Right to Information Act 2005**

***(Directory of the Officers & employees)***

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

<b>Sr. No.</b>	<b>Name</b>	<b>Designation</b>
1	Tejinder Singh	Administrator
2	Jagjeet Singh	Accountant
3	Harbhajan Singh	Data Entry Operator
4	Harpreet Singh	Data Entry Operator
5	Jaswinder Singh	Data Entry Operator
6	Jaswant Singh	Data Entry Operator
7	Harmeet Kaur	Data Entry Operator
8	Rano Bala	Data Entry Operator
9	Sharanjit Kaur	Data Entry Operator
10	Kamaljit Kaur	Data Entry Operator
11	Kamaljit Kaur-2	Data Entry Operator
12	Sharanjit Singh	Data Entry Operator
13	Prabhjot Kaur	Data Entry Operator
14	Simranjeet Singh	Data Entry Operator
15	Lalit Singh	Data Entry Operator
16	Sonika Batra	Data Entry Operator
17	Savita	Data Entry Operator
18	Shilpa	Data Entry Operator
19	Veerpal Kaur	Data Entry Operator
20	Ranjeet Singh	Data Entry Operator
21	Mandeep Singh	Data Entry Operator
22	Mandeep Singh-1	Data Entry Operator
23	Mandeep Singh-2	Data Entry Operator

24	Kikkar Singh	Data Entry Operator
25	Kirpal Singh	Data Entry Operator
26	Karamjeet Kaur	Data Entry Operator
27	Karamjit Kaur-1	Data Entry Operator
28	Jeena Bibi	Data Entry Operator
29	Sarabjeet Singh	Data Entry Operator
30	Sarabjeet Kaur	Data Entry Operator
31	Rishi Bhav	Data Entry Operator
32	Charanjiv khurana	Data Entry Operator
33	Dinesh kumar	Data Entry Operator
34	Satnam Singh	Data Entry Operator
35	Ankit Kumar	Data Entry Operator
36	Manjeet Kaur	Data Entry Operator
37	Anju Bala	Data Entry Operator
38	Manpreet kaur	Data Entry Operator
39	Harkiran Kaur	Data Entry Operator
40	Rajni Sharma	Data Entry Operator
41	Varinder Singh	Data Entry Operator
42	Varinder Pal Singh	Data Entry Operator
43	Amita Guglani	Data Entry Operator
44	Goldy Vij	Data Entry Operator
45	Surjeet Singh	Data Entry Operator
46	Prem Singh	Data Entry Operator
47	Jagraj Singh	Data Entry Operator
48	Sanjeev-1	Data Entry Operator
49	Sanjeev-2	Data Entry Operator
50	Rajesh Kumar	Data Entry Operator
51	Mohan Lal	Data Entry Operator
52	Sohan Lal	Data Entry Operator
53	Laxmi Devi	Data Entry Operator

54	Harsimranjeet Singh	Data Entry Operator
55	Hargobind	Data Entry Operator
56	Ramandeep Kaur	Data Entry Operator
57	Jyoti Jain	Data Entry Operator
58	Amanjot Kaur	Data Entry Operator
59	Akashdeep Singh	Data Entry Operator
60	Nitish Kumar	Data Entry Operator
61	Jasvir Kaur	Data Entry Operator
62	Rajni	Data Entry Operator
63	Amanpreet Singh	Data Entry Operator
64	Lovekesh Goyal	Data Entry Operator
65	Hema	Data Entry Operator
66	Parminder Singh	Peon
67	Sunil Kumar	Peon
68	Amarjit Singh	Peon
69	Ravi Kant	Peon
70	Jagdish Lal	Peon
71	Bharat Bhushan	Peon
72	Pritam	Peon
73	Ram Partap	Peon
74	Rajan Kumar	Peon
75	Amit Dhanda	Peon
76	Avninder Singh	Peon
77	Inderjeet Singh	Peon
78	Gulshan Kumar	Peon
79	Gurbachan Singh	Peon
80	Vinod Kumar	Peon
81	Balwinder Singh	Peon
82	Davinder Singh	Peon
83	Sukhveer Kumar	Peon

84	Subhah Chander	Peon
85	Kabbadi Ram	Sweeper
86	Raj Kumar	Sweeper

<b>Sr. No</b>	<b>NAME</b>	<b>POSTING</b>	<b>DESIGNATION</b>
1	Parmvir Singh	Samrala	Centre Incharge
2	Miss Donia Shahi	Payal	Centre Incharge
3	Sandeep Singh	Khanna	Centre Incharge
4	Miss.Sonia Rani	Raikot	Centre Incharge
5	Lakhvir Singh	Samrala	Data Entry Operator
6	Resham Singh	Samrala	Data Entry Operator
7	Jasvir Kaur	Payal	Data Entry Operator
8	Baljeet Kaur	Payal	Data Entry Operator
9	Jasbir Singh	Khanna	Data Entry Operator
10	Sukhwinder Singh	Khanna	Data Entry Operator
11	Jatin Bhandari	Raikot	Data Entry Operator
12	Satpal Singh	Raikot	Data Entry Operator
13	Manjinder Kumar	Jagroan	Data Entry Operator
14	Gurdeep singh	Jagroan	Data Entry Operator
15	Rinku	Mullanpur	Data Entry Operator
16	Ranvir Singh	Machewara	Data Entry Operator
17	Gurpreet Kaur	Mallaud	Data Entry Operator
18	Reeta Rani	Sidhwan Bait	Data Entry Operator
19	Munish Sharma	Dehllon	Data Entry Operator
20	Amrik Singh	Kum Kalan	Data Entry Operator

Chairman, SSCS  
Ludhiana

## **Manual - 10**

### **Publication of Information regarding items specified by Rules-4(1)b (10) of the Right to Information Act 2005**

***(Monthly remuneration receive by the Officers & Employees)***

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

Sr.No.	Designation	Remuneration Per Month
1.	Administrator	16,000/-
2.	Accountant	10000/-
3.	Centre Incharge	9000/-
4.	Data Entry Operators	5000/-
5.	Peon	3398/- (D.C.Rates)
6.	Sweeper	3398/- (D.C.Rates)

Chairman, SSCS,  
Ludhiana

**MANUAL-11**  
**Publication of Information regarding items specified by Rules-4(1)b (11) of the**  
**Right to Information Act 2005**

***(Items of the Budget and Proposed expenditure)***

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

Not Applicable

## **Manual - 12**

### **Publication of Information regarding items specified by Rules-4(1)b (12) of the Right to Information Act 2005**

***(The manner of execution of subsidy, including the amount allocated  
and the details of beneficiaries of such programmed)***

Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.

Sr. No	Scheme under manner of execution amount details of subsidy given
<b>NOT APPLICABLE</b>	

## **Manual - 13**

### **Publication of Information regarding items specified by Rules-4(1)b (13) of the Right to Information Act 2005**

***(Particular of recipients of concession, Permits or authorizations  
granted by it)***

Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.

Sr. No	Concession/Permit Authorization grant	Name of the receipt	Address of the recipient
<b>NOT APPLICABLE</b>			

## Manual - 14

### Publication of Information regarding items specified by Rules-4(1)b (14) of the Right to Information Act 2005

*(To norms set for the discharge of the functions)*

Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.

Sr.No	NAME OF WORK	Days to complete no of days for decision making	Norms set by the deptt
1	Arms License Issuance System Counter	90	On receipt of Application the same is sent to the concerned branch for further processing
	Renewal of Arm License	30	On receipt of Application the same is sent to the concerned branch for further processing
	Renewal of Arm License for other Districts	45	On receipt of Application the same is sent to the concerned branch for further processing
	Entry of weapon	45	On receipt of Application the same is sent to the concerned branch for further processing
	Addition of weapon	45	On receipt of Application the same is sent to the concerned branch for further processing
	Deletion of weapon	45	On receipt of Application the same is sent to the concerned branch for further processing
	NOC for import of weapon	15	On receipt of Application the same is sent to the concerned branch for further processing
	Cancellation of license	45	On receipt of Application the same is sent to the concerned branch for further processing
	Appointment of Retainer	45	On receipt of Application the same is sent to the concerned branch for further processing
	Duplicate Copy	45	On receipt of Application the same is sent to the concerned branch for further processing
	Change of Address	45	On receipt of Application the same is sent to the concerned branch for further processing
	Change Of Bore	45	On receipt of Application the same is sent to the concerned

			branch for further processing
	Deposit of Weapon	55	On receipt of Application the same is sent to the concerned branch for further processing
	Release of Weapon(Due To death of License Holder)	45	On receipt of Application the same is sent to the concerned branch for further processing
	Extension Of PP	45	On receipt of Application the same is sent to the concerned branch for further processing
2	Issuance Of NOC for Petrol Pump	40	On receipt of Application the same is sent to the concerned branch for further processing
3	New Passport	20	On receipt of Fresh Passport Application ,the same is sent to SSP Office for Verification and after getting the verification report from SSP office, the file is sent to Passport office, Chandigarh for further processing
4	Counter Signature	15	On Receipt of application along with document, which is to be countersigned the same is sent to the issuing department for report regarding genuineness of the document/document After receiving the report the same is sent to the concerned branch for further processing
5	Character Verification	30	On receipt of application, the same is sent to SSP office for verification & report. After getting the verification report from SSP office,the file is sent to MA Branch,DC Office, Ludhiana for further processing
6	Affidavit	1	Data Entry operator deals with the Applicant & put up the affidavit to the E.M for attestation
7	Surety Bond	1	
8	Indemnity Bond	1	
9	Issuance of Copy of document	15	On receipt of Application the same is sent to the Concerned Branch for further processing
10	Learning License	7	On receipt of Application the same is checked by the DEO on

			duty. After completing all the formalities and getting required documents, photo of applicant is captured through web camera and stored in the database. The full particulars of applicants are also entered by the DEO on duty in the database. After getting print of license, the same along with file sent to the DTO office for signatures.
11	Bus passes to handicapped	5	On receipt of Application the same is checked by the DEO on duty. After getting all the required documents from the applicant the file is sent to concerned office for further processing.
12	Demarcation of Land	30	On receipt of Application the same is sent to the concerned tehsildar for further processing.
13	Old Registry Records	15	On receipt of Application the same is sent to the concerned Branch for further processing.
14	New/Renew/Endorsement /duplicate Driving License	7	On Receipt of Application/file from the applicants the same is checked by the DEO on duty. After completing all the formalities Getting required document, photo of applicant is captured through Web Camera and stored in the database. The full particulars of applicants are also entered by the DEO on duty in the database. After getting print of license, the same along with file sent to the DTO office for signatures.
15	Ration Card	10	On receipt of Application the same is sent to the concerned Office for further processing.
16	Caste/Residence Certificate	7	On receipt of Application the same is sent to the concerned department for further processing
17	From Sale Counter	15	From Related to all the services being provided in the SUWIDHA Centre are sold here.
18	Permission for showering flower through airplane	15	On receipt of Application the same is sent to the concerned

			Branch for further processing.
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Chairman, SSCS,  
Ludhiana

## **Manual - 15**

### **Publication of Information regarding items specified by Rules-4(1)b (15) of the Right to Information Act 2005**

***(Details in respect of the Information available to or held by it reduced  
in electronic forms)***

**Name of the Office : S.S.C.S. Suwidha Centre, Ludhiana.**

<b>Sr.No.</b>	<b>Details in respect of the information available to</b>
01	Information available on web site : <a href="http://www.ludhiana.nic.in">www.ludhiana.nic.in</a>

## **Manual - 16**

### **Publication of Information regarding items specified by Rules-4(1)b (16) of the Right to Information Act 2005**

***(The particulars of facilities available to citizens for obtaining information including the working hours of a library or reading room, if maintained for public use.)***

**Name of the office; S.S.C.S, Suwidha Centre, D.A.C office Ludhiana.  
Annexure VII**

In Sukhmani Society Suwidha Centre, Moga provides the following facilities to the public those are visiting for their services: -

- 1- Newspapers
- 2- Magazines
- 3- Sound system installed in citizen area for aware the public
- 4- Notice boards
- 5- District Website: from district website public can enquire their document status that is applied in Suwidha Centre.
- 6- Help desk: for any Public enquiry
- 7- Drinking Water Facility
- 8- Speed Post Service

## **Manual - 17**

### **Publication of Information regarding items specified by Rules-4(1)b (17) of the Right to Information Act 2005**

**(Such other information as may be prescribed)**

**Name of the office S.S.C.S, Suwidha Centre, D.A.C office Ludhiana.**

**Annexure - attached** (audit accounts reports of Sukhmani Society/Sub-Division/All Suwidha Centre in our district for year 2008-09)

Chairman, SSCS,  
Ludhiana.

**M/s Ankur K. Gupta & Co.**  
**Chartered Accountants**  
**Ludhiana**

**0161-3011284**

**Audit Report on Accounts**  
**Sukhmani Center Khanna (New Court)**  
**For the Year 2008-09**

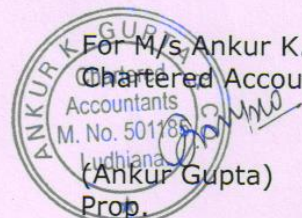
We have compiled the Income & Expenditure Accounts of Sukhmani Center, Khanna as on 31<sup>st</sup> March, 2009 and Balance Sheet as on date.

**Our observations/Comments are as under:**

1. Bank Account is properly maintained and reconciled.
2. Govt. Fee received by Suvidha Center on behalf of Govt. has been properly accounted & deposited to Treasury during the year.

Place: Ludhiana  
Date: 08-07-09

For M/s Ankur K. Gupta & Co.  
Chartered Accountants  
M. No. 501189  
Ludhiana  
(Ankur Gupta)  
Prop.



**BALANCE SHEET**  
**SUKHMANI CENTER**  
**SUVIDHA KENDER, KHANNA**  
**as on 31th Mar, 2009**


<b>Liabilities</b>	<b>Amount(Rs.)</b>	<b>Assets</b>	<b>Amount(Rs.)</b>
<b>Capital as on</b>		<b>Cash &amp; Bank Balances</b>	
<b>31/03/2009</b>		Cash at Bank	605,928.00
Op. Balance	1,091,410.00	Cash in hand	5,070.00
Add: Exc. of	(555,077.00)	<b>Air Conditioner</b>	25,450.00
Income		<b>Furniture</b>	37,912.00
<b>Facilitation Charges Payable</b>	119,027.00		
Salary Payable	19,000.00		
	<b>674,360.00</b>		<b>674,360.00</b>

Compiled as per Books of account  
produced before me  
M/s Ankur K. Gupta & Co.  
Chartered Accountants  
Accountants  
M. No. 501185  
Ludhiana  
(Ankur Gupta)  
Prop.



**Income & Expenditure Account  
SUKHMANI CENTER  
SUVIDHA KENDER, KHANNA  
For the Period 1st Apr 2008 to 31st Mar 2009**

Income	Amount (Rs.)	Expenditure	Amount (Rs.)
<b>By Income</b>		<b>To Expenses</b>	
<b>Govt. Fee</b>		Salary	211,800.00
Affidavit Attestation	562,240.00	Center Repair & Maint.	6,485.00
Copying & Demarcation Charges	13,470.00	Computer Repair & Maint.	13,275.00
Loud Speaker Approval Charges	4,600.00	Elect Repair	21,748.00
Marriage Regd. Charges	193,500.00	<b>Funds transferred to Ludhiana</b>	1,271,701.00
Demarcation	19,700.00	<b>Facilitation Charges to PSEGC</b>	119,027.00
<b>Interest recd.</b>	49,486.00	<b>To Exc. of Inc.</b>	(555,077.00)
<b>Facilitation charges paid by Ludhiana</b>	245,963.00	<b>over Exp.</b>	
	<u>1,088,959.00</u>		<u>1,088,959.00</u>


 Compiled as per Books of account  
 produced before me  
 M/s Ankur K. Gupta & Co.  
 Chartered Accountants  
 M. No. 501185  
 Ludhiana  
 (Ankur Gupta)  
 Prop.

**Receipt & Payment Account**  
**SUKHMANI CENTER**  
**SUVIDHA KENDER, KHANNA**  
**For the Period 1st Apr 2008 to 31st Mar 2009**

<u>Receipt</u>	<u>Amount (Rs.)</u>	<u>Payment</u>	<u>Amount (Rs.)</u>
<b>Opening Balance</b>		Salary	192,800.00
Cash in hand	2,310.00	Center Repair & Maint.	6,485.00
Bank Balance	1,271,701.00	Computer Repair & Maint.	13,275.00
<b>Govt. Fee</b>		Elect Repair	21,748.00
Affidavit Attestation	562,240.00	Funds transferred to Ludhiana	1,271,701.00
Copying & Demarcation Charges	13,470.00	<b>Closing Balance</b>	
Loud Speaker Approval Charges	4,600.00	Bank Balance	605,928.00
Marriage Regd. Charges	193,500.00	Cash in Hand	5,070.00
Demarcation	19,700.00		
Interest recd.	49,486.00		
	<b><u>2,117,007.00</u></b>		<b><u>2,117,007.00</u></b>

Compiled as per Books of account  
produced before me  
M/s Ankur K. Gupta & Co.  
Chartered Accountants  
Accountants  
M. No. 501185  
Ludhiana  
(Ankur Gupta)  
Prop.

