

3rd Manual: Procedure followed in decision making

3.1 Process of decision making:

In Punjab Urban Planning and Development Authority, the decisions are taken by the Authority itself or Committees/concerned officers authorized by the Authority or the Chief Administrator or any other officer for exercising the powers for taking such decisions. Under Section 175(1) of Punjab Regional and Town Planning and Development Act, the Authority can delegate its powers to any officer, except the power to make Regulations.

On the Administrative side, some decisions are taken by the officers as per Punjab Regional Town Planning and Development Authority (Delegation of powers) Regulations, 1997 issued vide No. 29036-130 dated 11-8-03 with amendments made from time to time. A copy of the latest delegation of powers is at Annexure-I (attached with manual II). Where the power has not been delegated, the decisions are taken by the Authority itself. The decisions are mainly based on the Regulations made by the Authority or Rules framed by Government or the instructions of Punjab Govt. issued from time to time. The following Regulations have been made on the administrative side:-

- i) Punjab Regional Town Planning and Development Authority (Delegation of powers) Regulations,
- ii) Punjab Urban Planning and Development Authority Employees (Service) Regulations, 1999.
- iii) PUDA Employees (Conduct) Regulations, 1997.
- iv) PUDA Employees (Punishment & Appeal) Regulations, 1997;
- v) PUDA (Committees and Conduct of Business), Regulations, 1996.

Procedure:

On receipt of a reference from Chairman-HUDM, Government or any person, officer, the cases are discussed in detail on respective files. After going through all pros and cons of the cases the files are sent to the competent authority for taking a decision. On approval for making decision, the decisions are conveyed to the concerned. However, where the competent authority is Finance & Accounts Committee or the Authority itself, the matters are placed before the Authority/ Finance & Accounts Committee by placing an Agenda for discussion and decision. The Agenda is prepared by the concerned branch and before taking to the Authority / Committee the Agenda is approved at the level of Chairman. The following types of cases of employees are decided in Administration Wing:-

1. Appointments;
2. Promotions;
3. Clearing probation period;
4. Sanction of Advances for purchase of plot, construction of house, purchase of built-up house,

- enlargement of house, repair of house, purchase of conveyance;
5. Sanction of advance for meeting with the expenditure for medical treatment of employee or the dependant member of his family.
 6. Sanction of leave;
 7. Payment of benefits of deceased employees to the dependent members of his family.
 8. Compassionate appointments.
 9. Maintenance of Annual Confidential Reports of the employees.
 10. Decision on disciplinary action cases.
 11. Decision regarding appeals against the order of punishing authority.
 - 12 .Any other matter related to service matter of the employee.

STAFF OF THE AUTHORITY:

Under Section 26 of the Punjab Regional and Town Planning and Dev. Act, 1995, it is provided;

- (1) The Authority may appoint such number of officers and other employees including experts for technical and legal work as may be necessary for the efficient performance of its functions and may determine their designation and grades.
- (2) The officers and other employees of the Authority shall be entitled to receive, from the fund of the Authority, such salaries and allowances and shall be governed by such conditions of service as may be determined by regulations made in this behalf by the Authority.
- (3) The exercise of any powers or discharge of any duties or functions under sub –section (1) by any officer or other employee of the Authority shall be subject to such restrictions, conditions and limitation, if any, as may be laid down by regulations of the Authority, and shall also be subject to its control and supervision.

Procedure for making appointments:

On availability of post(s), of direct recruitment, and keeping in view the necessity to fill up the same, these posts are advertised in the leading newspapers for inviting applications. Detailed qualifications and experience for each post alongwith the number of posts meant for general and reserved categories, scale of pay and allowances admissible are also given in the advertisement. On receipt of applications upto the fixed date, the same are scrutinized and the certificates/ testimonials submitted by the applicants are also checked if the same are in consonance with the advertisement. Then a merit list is prepared and the applicants are called for interview/ checking of original certificates. On the basis of qualification/ experience a merit list is prepared and then final selection is made by obtaining the orders of competent authority. Then appointment letters are issued. The appointments are made on probation for a period of two years which is extendable

upto 3 years by the competent authority. Before joining the duty, the applicants are required to get themselves medically checked up and submit a fitness report from the Civil Surgeon or Chief Medical Officer concerned. Apart from this, the character and antecedents of the applicant are also got verified from the concerned District Magistrate.

Procedure for making promotions:

On availability of posts meant for promotion, the cases of promotion are taken up by the Administration Wing. The promotions are made as per criteria mentioned in the PUDA Employees (Service) Regulations, Government instructions issued from time to time. Due reservation is given to reserved categories keeping in view the instructions issued by the Welfare Department, Govt. of Punjab. Promotions are generally made on seniority-cum-merit basis upto class-III posts and merit-cum-seniority for class I & II posts. Panel of officials as per seniority list is prepared. The confidential record of the employees is also considered as per Government instructions. Then the case is submitted to the competent authority i.e. Chief Administrator (for group 'C' and 'D' posts) and Chairman (for group 'A' and 'B' posts) for approval. Pending enquiry/ charge sheets etc. are also kept in view while taking a decision on promotion. The promoted official remains on probation for a period of one year which is extendable upto 3 years by the competent authority.

Procedure for clearing probation period:

The employees appointed by direct recruitment are on probation for a period of two years extendable upto 3 years by the competent authority and the employees appointed by promotion are on probation for a period of one year extendable upto 3 years by the competent authority. On the eve of completion of initial period of probation, the work and conduct of the employee which is described in the Annual confidential report or the special reports which are got written from the controlling officer of the official is taken into account and the factor of enquiry/ charge sheet pending, if any, against the official is kept in view before clearing the probation period of the official. The employee against whom no serious charges are framed or his/ her work and conduct is found satisfactory, his probation is cleared by the competent authority and in the event of failure to meet with these requirements, the period of probation is extended upto maximum period of three years. However, if the maximum period of probation is over and the work and conduct of the official is not found upto the mark, then the competent authority may take action either to revert him/her to the post from which he was promoted (in case of promotion) or remove him /her from service (in case of direct recruitment). The probation period is also extendable if the employee has failed to pass the departmental examination, if any, prescribed under Service Regulations within a period of 2 and half

years from the date of appointment.

Procedure for Sanction of Advances for purchase of plot, construction of house, purchase of built-up house, enlargement of house, repair of house, purchase of conveyance:

The applications for these advances are sent to Administration Wing by the employees on the prescribed forms through their controlling officers. On receipt of the application for the above noted advances, the documents submitted by the applicants are checked up as per instructions issued by the Punjab Government and the cases are dealt on the individual files. Before proceeding further, it is checked that:-

- The advance demanded is as per his entitlement,
- The documents are in order as per Govt. instructions;
- The carry home salary of the official is 40% of the total emoluments after deducting normal deductions and proposed monthly installment towards the repayment of advance.
- If the amount of advance and interest thereon can be easily recovered during the entire service of the official.

After checking the above, the funds are earmarked to each of the applicants. After approval, the necessary sanction is issued. It is also mentioned here that the advance for construction of house is released in two equal installments. On utilization of first installment, the employee submit an affidavit that he has consumed the amount of first installment released and the 2nd installment is also issued

after getting approval of the competent authority. All other advances are released in one installment. After getting advance for the purchase of plot/ built up house, an employee is supposed to submit the original title deed of the property and mortgage the same in favour of PUDA. For the purchase of vehicle, the employee is required to submit the documents showing the purchase of vehicle and the same is also mortgaged in favour of PUDA by signing a mortgage deed in the prescribed form. Application form and other documents required for this purpose are as given in the PFR.

Procedure for Sanction of advance for meeting with the expenditure for medical treatment of employee or the dependant member of his family:

If any employee or his dependant family member has to undergo indoor treatment in a Government hospital or private hospital approved by the Govt./PUDA and the heavy expenses are required for treatment, then the employee can ask for an advance submitting the estimate of treatment duly signed by the concerned hospital authority. An amount equal to 75% of the estimated cost can be released as advance to the employee which is adjustable at the time of reimbursement of medical expenses. The request of the employee is scrutinized as per Government instructions in the

Administration Wing and the cases are decided at the level of Chief Administrator for grant of advance for this purpose.

Procedure for sanction of leave:

Except casual leave, leave applications for grant of earned leave, commuted leave, half pay leave, extra-ordinary leave or any other leave admissible under CSR are to be submitted well in advance i.e. atleast 15 days before the start of leave. Applications are submitted for sanction of leave to the competent authority. The cases are dealt in the concerned office where the official is working. If the controlling officer is not a competent authority to sanction leave, the same is sent to head office for grant of leave alongwith service book of the official. Before sanctioning leave, it is checked whether the leave applied for is due to the official and in case of leave on medical grounds, the application is to be supported by a medical certificate and recommendations of the medical officer/ doctor concerned. The leave is sanctioned by the competent authority and entry in the service book of the official is made.

Procedure for making Payment of benefits of deceased employees to the dependent members of his family:

Normally the payment of benefits like CPF and leave encashment is made to the dependant of deceased employee within one month. Before making payment of the dues, death certificate in original and legal heir certificate issued by the competent authority is obtained from the dependant members. Amount of CPF alongwith employee's own contribution is intimated by Accounts Officer(CPF) and the bill for leave encashment is prepared by the Drawing and Disbursing officer concerned and pre-checked by the concerned A.O(CC). After the amount is intimated by the A.O.(CPF) and DDO, sanction to release the amount is obtained at the level of competent authority and order issued. Gratuity is paid after the amount of gratuity is intimated by Accounts Wing of Head office. Group gratuity Scheme of LIC of India has been adopted by PUDA and the payment of gratuity is accordingly made. Similarly, the amount of GIS is also paid when the same is intimated by the Accounts Wing at head office. Final sanctions are issued by the Admn. Wing of PUDA.

Procedure for compassionate appointments:

In the event death of an employee while in service on regular basis in PUDA, one dependant member of the family can be adjusted against a Group 'C' or group 'D' post if available under direct recruitment quota on the basis of qualification of the claimant. The applicant has to apply alongwith following documents:-

- I. Annexure-I indicating the names of dependant family members and their occupation, duly filled/ signed by the applicant and attested by two Government employees.
- II. An affidavit of the applicant being unemployed and stating that no one in the family has

- obtained any employment on compassionate grounds.
- III. An affidavit from other dependant members of the family regarding their no objection for giving employment to the applicant;
- IV. An declaration of the applicant to the effect that he shall take care of the dependant family members and if he fails to do so, his appointment is liable to be cancelled without any notice.
- V. Death certificate of the deceased employee in original.
- VI. Attested copies of Certificate of educational qualifications held by the applicant alongwithproof of date of birth.
- VII. Legal heir certificate and Dependent certificate from local area councilor or sarpanch of concerned village clearing stating the names, relations, occupation of all legal heirs and no legal heir is in Govt. job.

After getting the formalities completed from the applicant, the case is placed before the Scrutiny Committee consisting of ACA(HQ), ACA(F&A) and Estate Officer (Policy), PUDA, constituted for the purpose. After receipt of recommendations of the Committee, the case is put up to the Chief Administrator for approval and after approval appointment letter is issued.

It may, however, be added that for consideration of a case, a vacancy of direct recruitments should be available and the applicant should also hold the requisite qualifications prescribed for the post as per PUDA Employees(Service) Regulations.

Procedure for Maintenance of Annual Confidential Reports of the employees:

Every year Annual Confidential Reports are written by the officers under whom the employee is working. The list of the employees working in various offices is sent to head office by the concerned officers. After recording the ACRs the same are sent to the next higher authority for reviewing and after the reviewing authority has recorded his comments, the same is sent to the next higher authority for acceptance. After acceptance, if there is no adverse remarks, the ACR is filed in record. However, if there are some adverse remarks, the same are conveyed to the concerned official.

The employee concerned can represent against the adverse remarks on which comments of Reporting officer/ reviewing authority / acceptance authority are obtained, the adverse remarks contained in the ACR are confirmed by the competent authority as per Government instructions. The power to expunge or not to expunge the remarks is exercised by the competent authority as per delegation of powers.

Procedure of disciplinary action:

Authority Name: - Greater Mohali Area Development Authority

The detailed procedure for proceeding against an employee or a section of employees for mis-conduct or otherwise due to any reason is contained in the PUDA Employees(Punishment and Appeal) Regulations (Copy at Annexure-III). The competent authority for awarding punishment and the appellate authorities are also described in these Regulations. Procedure for holding enquiry through enquiry officers and awarding punishment and listening to appeal has also been clearly mentioned in these Regulations. Besides employee(s) can also be punished for mis-conduct as per the provisions made in PUDA Employees (Conduct) Regulations (Copy at Annexure-II).

Procedure for Any other matter related to service matter of the employee:

Besides above, all other cases related to the service matters of the employees such as grant of benefit under ACP Scheme, grant of special increments / Scales or grant of honorarium etc. are also decided by the head office (Admn.Wing). The cases are put up to the concerned competent authorities for taking a decision.

Any amendment to the Regulations concerning the service matters of the employees is taken up by the Admn.Wing and Agenda is prepared for consideration and approval by the Authority.

Supervision and Accountability:

Generally, individual cases of employees are dealt in Administration Wing and the files are put up by the concerned Record Keeper to the concerned Sr. Assistant and further files are routed through Supdt(Admn.), Admn. Officer(HQ) and the ACA(HQ) to the competent authority for taking a decision. Though the custodian of record is the concerned Dealing Assistant/ Record Keeper, but it is the duty of the Superintendent and Administrative Officer to check the record and instructions quoted by the Sr.Assistant before submitting the case to higher Officers for decision.

Procedure for getting advance out of contributory provident fund:

Any employee can get refundable or non-refundable advance out of his contribution towards CPF. He is required to apply on the prescribed application form devised for the purpose. The purpose for which the advance is required is to be clearly mentioned. The purposes for non-refundable advance and refundable advance are clearly mentioned in the Contributory Provident Fund Rules made by the Govt. for the employees of PUDA. The quantum of amount to be released as refundable/non-refundable is also mentioned. The competent authority for grant of advance from CPF is the Additional Chief Administrator(F&A). Before sanctioning the advance, the amount lying at

the credit of employee in his CPF account is got verified from the CPF Branch. The competent authority has the right to release the lesser amount than applied for.

Procedure for getting various works done on allotment side:

As per Section 43 of the Punjab Regional and Town Planning and Development Act, 1995, Authority is empowered to dispose of land belonging to it on such terms and conditions as are determined by it and the allotment policies are decided by the Finance & Accounts Committee constituted by the Authority in exercise of the powers conferred by section 182 of the Punjab Regional and Town Planning and Development Act, 1995 (Punjab Act No.11 of 1995) vide Regulations issued vide No. PUDA-Admn-I-EA-3/96/21021 dated 4.6.96. A copy of such Regulations is at Annexure-II. So far PUDA has also not made its Regulations for disposal of Land and Buildings. The allotments for houses/ plots/ sites are made by the concerned Estate Officer after adopting the proper procedure.

On availability of built-up houses/ plots/sites, carved out by PUDA in any of its urban estate, a scheme is approved by the Finance and Accounts Committee and a brochure of the scheme is prepared. Thereafter, applications are invited on the prescribed application form contained in the brochure to be had from various offices/ authorised Banks on payment of price of the brochure as fixed by the competent authority and indicated in the advertisement, for allotment alongwith earnest money specified therein. . Normally 10% of the total cost of house/ plots is demanded as earnest money. The applications are received till the closing date of the scheme. Without scrutiny of the applications, date of draw is fixed by the concerned Estate Officer and a public notice is given in the press as well as on PUDA website for the information of general public. Before draw, objections are invited and sorted out on the spot. Every applicant has the right to see if his name slip is included in the draw of lot. A list of successful applicants and the applicants in the waiting list is prepared on the basis of draw of lot and published in the news paper and also uploaded on the PUDA website. After the draw application of the successful applicant are scrutinized and objection if any are listed out on notice board of PUDA. A notice in this regard is also uploading on PUDA website. After completion of formalities letter of intent is issued and the allottee is required to deposit 15% more amount to make it 25% of the total cost of Plot/House. When the development of site is completed then allotment letters are issued indicating total price, price already received and schedule of instalments along with interest. The person applying for allotment of houses/Plots shall only be eligible if he is of 18 years age, does not own a residential plot/house in his / her name or in the name of his/ her spouse or any dependant member of his family in the urban estate for which he is applying for allotment of house/plot.

Allotment of commercial sites such as SCFs, SCOs, SSS, Booths, School sites/Chunk
Authority Name: - Greater Mohali Area Development Authority

sites/Group housing sites etc. and sometime, plots/ houses are also made through AUCTION. On availability of sites, public notices as well as on PUDA's website notices are given in the leading newspapers for the holding of Auction alongwith details of the sites to be auctioned. For participating in the Auction, one is required to pay the eligibility fee before start of auction. Only those persons having deposited the eligibility fee and other eligible can participate in auction. The Auctions are held in the presence of a committee and the decisions of the competent authority is considered final. The auction is ended in favour of the highest bidder and the higher bidder has to deposit 10%/ 5% as per term and conditions of Auctions available at **ANNEXTUTE-II** of the bid at the fall of hammer in his favour. On failure to do so, the auction of the particular property is cancelled and can be put to auction in another auction. In such case, the eligibility fee is forfeited. Allotment letter is issued to the successful bidders by the competent authority i.e. the Estate Officer, indicating the total auctioned price, amount payable within 30 days of the Auction and the remaining amount alongwith interest thereon to be paid in instalments or in lumpsum. Other terms and conditions as per policies of PUDA are also incorporated in the allotment letters.

Procedure/Policy for allotment of land to Institutions:

So far as the allotment of land to institutions is concerned, allotment is made as per policy adopted vide Agenda item No. 14.09. According to this policy, the Authority may out of institutional sites available in any Urban Estate, allot all or few sites/ buildings to the institutions provided:-

- it directly serves the interest of the residents of the area in which the site or the building is situated.
- it is generally conducive to the planned development of the area;
- it is society registered under the societies registration Act, 1860 or is an institution which is owned or controlled by the State Government or is constituted or established under any law for the time being enforce.
- It is in possession of sufficient funds to meet the cost of land and the construction of building.

Provided, the total area allotted to such institutions in each case shall be subject to the land use restrictions and zoning plans.

Offer of allotment:

Due publicity is given in respect of the institutions as indicated in the enclosed annexure through two leading news papers indicating specifically their location, number and use purpose and last date for submission of application forms.

Eligibility:

The Authority shall consider the case of each institution on its merits and shall have special regard to the following principles in making the selection.

- a) The objectives and activities of the institution and the public cause served by it since its establishment;
- b) The financial position of the institution; (statement of Bank account for the preceding three years).
- c) The present location of the institution;
- d) The benefits likely to accrue to the general public of the locality by allotment of the institutional site;
- e) The bonafide and genuineness of the institution as made out in the annual reports, audit report etc.
- f) Minimum 10 years experience in the concerned field in responsible capacity.
- g) The need of the institutional site by the Institution for providing the necessary service in question.
- h) Complete layout plan of the area required for allotment indicating all components including further sub components such as in the case a scheme (i) total area required for class rooms, library, playground, office room, principal's office, computer room, laboratory, parking for cycles, scooters, cars etc. (ii) in case of hostel, the area required for rooms, dining room, kitchen, park etc. (iii) list of teaching staff, their qualification and experience (iv) list of the salary paid to the staff for the preceding 3 years (v) enforcement of the provisions of CPF as per the requirement of the law (vi) disbursement of salary of the staff through Banks (vii) fee structure of the school (viii) mode of recruitment of the staff.
- i) Constitution of the society/ Trust/ association and list of executive members and their interrelationship among them, qualification and experience if any.

Constitution of a committee:

The Authority can constitute a separate committee to be called Scrutiny Committee consisting of at least five senior officers at the headquarter of the Authority as follow:-

- 1) Chief Administrator, PUDA;
- 2) Addl. Chief Administrator (F&A), PUDA;
- 3) Addl. Chief Administrator, concerned zone;
- 4) Senior Town Planner PUDA;
- 5) Addl. Chief Administrator (P&C), Member Secretary.

The Committee examine each and every cause on merit and subject to the approved policy

guidelines. The recommendation of the committee are placed before PUDA for final consideration and approval.

Scrutiny of application:

Each application is examined by the Scrutiny Committee constituted inter-alia having regard to the background of the applicant, the financial standing, the managerial and organizational capability, past experience/ track record, the minimum functional requirement of land and quality and type of services provided and on the basis of guidelines framed in this regard from time to time.

GUIDELINES FOR ALLOTMENT:

1. For allotting land to institutions only those applications which are invited through press advertisement are considered. No application which is submitted otherwise is dealt and examined by the Allotment Committee.
2. The applications so received are examined by the committee and the recommendations of the committee are put up to the Authority and the decision of the Authority is final.
3. Land is allotted on free hold basis except Petrol Pump sites at the rates fixed from time to time.
4. As far as possible, the Authority does not allot land to caste and biradari based organizations.
5. Allotment of land to religious bodies is made only if there is a demand by local residents and suitable site is available for the purpose with the PUDA provided further if there are inadequate number of religious places of the concerned religion in the urban estate.
6. Allotment of land to Charitable institution is made only if there is a demand by reputed organisation having minimum of 10 years experience in the concerned field and also having no profit motive in running such institutions is considered for allotment.
7. Institutions having sufficient funds to meet the cost of land and building proposed thereon as per project report with a greater public concern and having no profit motive should be given priority over others.

Price of Land: As determined by GMADA from time to time.

Letter of Intent: After final approval by GMADA, letter of Intent is to be issued for completion of formalities and necessary documents by the concerned estate officer.

Mode of payment:

Land cost is to be paid by the Institution in easy instalments i.e. 10% alongwith application, 15% within thirty days of the issue of letter of intent to make the initial deposit equal to 25% of the total cost of land being allotted before taking over possession and the balance of 75% either in lump sum within 30 days from the date of issue of allotment letter or in 4 equal annual instalments together with interest @ 15% on balance amount chargeable where development work in the area of the sector have already been completed. The price of land is subject to variation to the extent that any enhancement in the premium of land awarded by the competent authority under the Land Acquisition Act shall also be payable proportionately as determined by the Authority within 30 days of the receipt of demand notice and all payments shall be made in the form of Bank Draft.

Issue of allotment letter:

After the institution has paid 25% amount of the total cost of land and executed the requisite agreement and completion of all other formalities, the allotment letter is issued which specifies the terms and conditions of allotment.

Possession:

After the completion of all required formalities by the institutions, the possession of land is handed over within three months w.e.f. issue of allotment letter to the institution .

Ownership:

The ownership of land or any building constructed thereon vests in the Authority. The Authority, however, permits the allottee to mortgage, hypothecate the land to the extent the payment of the cost of land is made to the Authority for the purpose of raising loan for execution of construction of building.

Time frame for completion of the project:

The entire project is to be completed within 4 years in a phased manner from the date of taking possession of land by the institution.

Cancellation of allotment:

The Authority, may, however, cancel the allotment, if in its opinion, enough progress has not been made. The allotment is also liable to be cancelled in case there is any violation of terms

and conditions as decided by the Authority from time to time.

Extension fee and penalty for non completion of the project:

The allottee shall have to complete the building within a period of three years and no extension shall be allowed beyond this period except in exceptional cases for another three years for reasons to be recorded in writing, on payment of extension fee subject to such terms and conditions as determined by the Government from time to time. In case of non-completion of the project in time, the allotment shall be liable for cancellation and the entire amount deposited shall be forfeited in favour of PUDA.

Regulations of construction:

- 1) All development and construction is to be done as per the PUDA (Building) Rules 2013 & Zoning restrictions applicable to the area and as indicated by the Authority to the allottee.
- 2) All the development and building plans are to be got approved in advance from the Authority and development will be done only as per the approved plans. However, to ensure that delays in the grant of approvals of any kind to the allottee do not cause undue delays in the execution of the project, the Authority undertakes to issue all required approvals promptly.

Inspection by Authority officials:

The allottee will permit the Authority functionaries to inspect any or all works connected with the execution of the project for ensuring that all terms and conditions proposed by the Authority at the time of allotment of land are being observed and that the development is being done strictly in accordance with the approved plans and the quality of works conforms to generally minimum specifications for such projects.

Arbitration:

All disputes and differences arising out of or in any way touching or concerning the allotment or execution of the project shall be referred to the Chief Administrator as a sole Arbitrator or any other officer appointed by him on his behalf. The decision of such an arbitrator shall be final and binding on both the parties.

Appeals:

Under Section 45(5) of the Act, any person aggrieved by an order of the Estate Officer for resumption and forfeiture of breach of transfer, has the right to appeal to the concerned Additional Chief Administrator against the order of Estate Officer within a period of 30 days of

the date of communication to him of such order. The Additional Chief Administrators are exercising the powers of Chief Administrator. However, the appellate authority may entertain the appeal after the expiry of 30 days, if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time. The appellate authority, may after hearing the appeal, confirm, vary or reverse the order appeal from and may pass such order as he thinks fit.

The appellate authority may either on his own motion or on an application, received in this behalf at any time within a period of six months from the date of the order, call for the record of any proceedings in which the Estate Officer has passed an order for the purpose of satisfying himself as to the legality or propriety of such order in relation thereto as he thinks fit: Provided that the Chief Administrator shall not pass an order under this section prejudicial to any person without giving him a reasonable opportunity of being heard. (Section 44 (7)).

Further Under Section 45(8) where a person is aggrieved by any order of the Chief Administrator (Addl. Chief Administrator), deciding the case under subsection (6) or sub section (7) may within thirty days of the date of communication of such order, make an application in writing to the State Government for revision against the said order and the State Government may, confirm, alter or rescind the order of the Chief Administrator.

Procedure for other related works being done by Estate Office:

Besides allotment, some other works related to the allotments are also being done by the Estate Offices which are as under:-

- a) Sanction of Building Plans/revised Building plans (Residential/Commercial)
- b) Issue of completion/Occupation certificate for building.
- c) **Issue of No Objection certificate/Duplicate Allotment/re-allotment letter.**
- d) Issue of Conveyance Deed.
- e) **Transfer of Property in case of sale.**
- f) Transfer of Property in case of death (Uncontested).
- g) **Issue of Permission for mortgage.**
- h) Attested copies of any document.
- i) **Change of ownership(other than death cases)**
- j) Demarcation of plots.
- k) **Issue of Plinth/ roof level certificate**
- l) Water Supply and Sewerage connection

Note:- Proformas for getting the above services are available on payment of Rs.15 on the reception counter/single window system. On submission of application complete in all respect, a receipt is issued indicating the delivery date of service.

- Any other work related to the disposal or maintenance of property allotted by PUDA.

On receipt of the application form, the cases are marked to the concerned dealing Assistant who gets report regarding payment of dues and about unauthorized construction, if required. After getting all the relevant information, the cases are put up to the Estate Officer for decision / approval. The letters of approval are sent to Single Window Service System from where the applicant can collect the letter on due date. If the applicant does not come on the due date to collect the letter, then the same is despatched to the applicant at the given address. However, if there is any objection the same is also intimated to the concerned applicant so that the objection is removed by doing the needful. The cases are routed through Dealing Assistant/Superintendent/ AEO.

Procedure for getting sewerage connection:

After getting the Occupation Certificate issued from the Estate Officer, the allottee is required to apply immediately to the concerned Divisional Engineer(PH) on the prescribed form available at Single Window Service System free of cost, for getting the sewerage connection. He is required to complete the required formalities as given in the form.

Procedure for enlistment of contractors for executing development works:

The following categories of contractors for executing Civil/ Public Health/ Electrical/ Horticultural works are enlisted in PUDA:-

Class-D Contractor	For executing work upto Rs. 5 lacs
Class-C Contractor	For executing work upto Rs. 25 lacs
Class-B Contractor	For executing work upto Rs. 1.00 crores.
Class-A Contractor	For executing Work for unlimited amount.

The enlistment form is available with the Divisional Engineers' offices in PUDA. If the firm is already registered with Punjab PWD , then the firm is not required to get itself enlisted with PUDA. The enlistment is allowed by the respective committees constituted for the purpose. The enlistment is allowed, if the contractor/ firm is equipped with the following:-

1. Having Civil/PH/Hort. Engineers/ experts. The Electrical Contractor/firm should have the valid license issued by the Chief Electrical Inspector,Punjab.
2. Should have the required technical staff i.e. Beldars/ Work-Munshies/ Inspectors/ Foreman etc.
3. Should be equipped with the Tools and plants/ machinery required for executing the work;
4. Should submit the list of works executed with value of each work.
5. Should have Income Tax clearance certificate.
6. Should have done the works as per the norms fixed for each category of contractor.
7. Should submit a list of moveable/ immovable properties in the name of contractor/ firm to be enlisted.

The Contractor once enlisted in any Division of PUDA, can give tender and get work in

any other division also and no separate enlistment is required for this purpose. However, the contractor who is enlisted as Civil Contractor is not entitled to do other stream work such as PH/ Electrical/ Horticulture and vice-versa.

Procedure for allotment of executing development works:

To get the development works executed, quotations/ tenders are called by the concerned Divisional Engineers. Quotations are called for executing the work below Rs.50,000/- and if the value of the work is above Rs.50,000/-, then tenders are called. Quotations are called after wide publicity i.e. sending letters to all the enlisted contractors, all SEs/DEs of PUDA for wide publicity and placing a copy of the same on notice board. However, for calling tenders, wide publicity is also given by sending the tender notice to Press atleast in two leading newspapers. Tenders/quotations are given on the prescribed tender form available from the Divisional offices on payment of the prescribed cost of tender form. Tenders/ quotations are opened in the presence of Tender Opening Committee on the fixed date. Comparative statement is prepared by the Divisional Head Draftsman and the works are allotted on the basis of rates quoted to the lowest tenderer. The allotment the work is started by the contractor after getting green signal from the concerned site engineer of PUDA. The work is required to be completed within the stipulated time period, failing which action under the relevant clause of the agreement can be taken. However, if in view of the competent authority and on the report of site engineers it is felt that the circumstances were beyond the control of executing agency, then time limit can be granted at the level of Superintending Engineer concerned.

In case, there is any dispute between the parties regarding any clause of the work agreement signed between the parties, the concerned Superintending Engineer works as Arbitrator as provided in the work agreement. But if the concerned SE is anyhow involved in the dispute, then the Chief Administrator can appoint another SE to act as Arbitrator.

Supervision and Accountability:

So far as the supervision and accountability of staff is concerned, on ministerial side, the Superintendent / Administrative Officer or Asstt. Estate Officers are required to supervise the work. On the technical side, the work is done by the contractor. However, supervision of JE / SDE is required and they are accountable for any wrong done in the execution of work. The bills of the contractor for payment of works, are checked by the Drawing staff and Accounts staff and they are liable to check the bills in accordance with the rules/ regulations and rates.

3.2.A Final decision making authority: Punjab Urban Planning and development Authority Or Its Officers As Per Delegation of Power Attached with **Manual-II** and amended from time to time.

Related provisions, acts, rules etc:

- Punjab Regional Town Planning and Development Authority (Delegation of powers) Regulations,
- Punjab Urban Planning and Development Authority Employees (Service) Regulations, 1999.
- PUDA Employees (Conduct) Regulations, 1997.
- PUDA Employees (Punishment & Appeal) Regulations, 1997;

Information under RTI Act, 2005

- PUDA (Committees and Conduct of Business), Regulations, 1996.
- PUDA Employees Provident Fund Rules , 2007.
- PUDA (Building) Rules, 2013

Time limit for taking a decision, if any: Vary from work to work. So far as the services under Right TO Service Act, 2011 are concerned, the time limit is indicated on the website of PUDA and Government- www.rtspunjab.gov.in.

Channels of supervision and accountability:

The work of subordinates is supervised by the next level Officer in the hierarchy