

Business Rules of Department of Governance Reforms and Public Grievance, Punjab are as under:-

(A) GOVERNANCE REFORMS

1. In All Matters relating to,-

(a) Administration reorganization and streamlining of administration;

(b) Reports of Administration Reforms Commission;

(c) Improvement in office procedure and systems;

(d) Indian Institute of Public Administration; and

(e) Formulation of policies regarding maintenance and retention of records.

2. Administrative reforms and e-Governance in all departments of the Government, reports of the Administrative Reforms Commission, Punjab Governance Reforms Commission, and National e-Governance Programme.

3. Administration of the Right to Information Act, 2005.

4. Management of the State Data Centre, State Wide Area Network, State Service Delivery Gateway and other related matters.

5. Administration and all other matters relating to the Punjab Right to Service Act, 2011 and the Punjab Right to Service Commission.

6. To formulate the policy on the use of Information Technology in the State of Punjab.

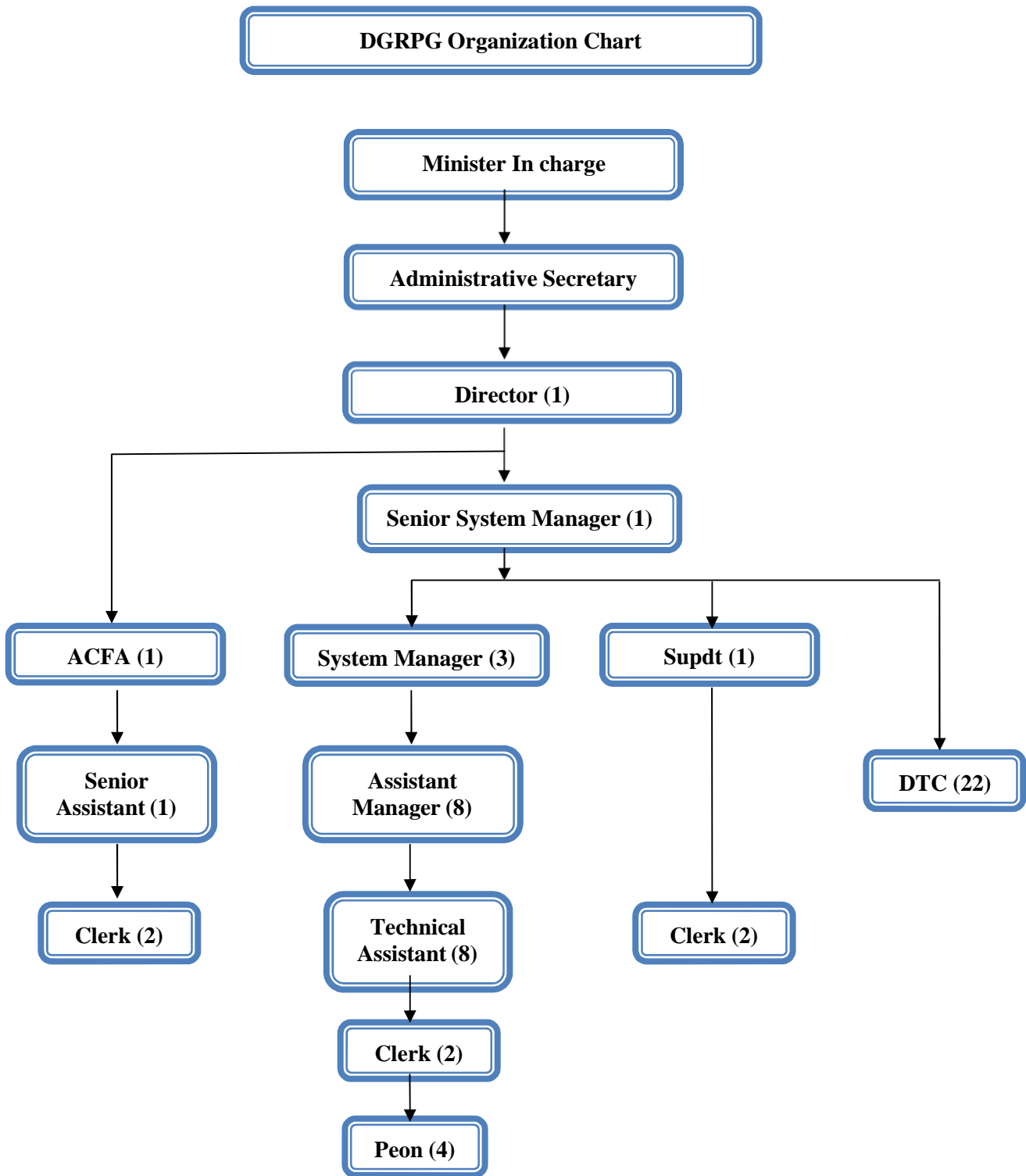
7. To formulate and implement the plan for induction of Information Technology at all levels in coordination with the department concerned.

8. To give technical advice to all departments regarding adoption of suitable Information Technology System, for making appropriate arrangements to maintain the service.

(B) REMOVAL OF GRIVENCES

1. Entertainment of all kinds of complaints from the public against the State Government Departments and State undertakings.
2. Constitution of District Committees, Sub-Divisional Public Grievances Committees and nomination of their members.
3. Framing of policies regarding redressal of public grievances and machinery thereof including-
 - (a) Advice and suggestions to the Heads of the Departments and Deputy Commissioners, to set up arrangement for quick disposal of the public grievances;
 - (b) Suo Moto inquiries in cases of undue delay or other urgent matters; and
 - (c) Study of cases of major grievances and proposing remedies, where ever possible.

Organization Chart:



Sanctioned Posts: 56	Vacant Posts: 26	Filled Posts: 34 (Includes 8 Posts that are currently filled on Contract/ Outsourced basis)
	4 dying cadre posts are not included	Regular- 26 Contract- 1 Outsourced- 7

Sr. No.	Name of the Post	Sanctioned Posts	No. of Posts Filled			Vacant	Remarks(If any)
			Regular Posts	Contractual	Outsourced		
01.	Director	1	1	-	-	-	
02.	Senior System Manager	1	1	-	-	-	
03.	System Manager	3	3	-	-	-	
04.	Assistant Controller (F&A)	1	1	-	-	-	
05.	Supdt.	1	1	-	-	-	
06.	Assistant Manager	8	4	-	-	4	
07.	Tech. Assistant	8	2	-	-	6	
08.	Distt. Tech. Coordinator	22	8	-	4	14	Vacant posts include posts filled on outsourced basis
09.	Senior .Assistant	1	1	-	-	0	
10.	Clerk cum DEO	6	4	-	-	2	
11.	Peon	4	0	1	3	0	(Dying Cadre)
Total		56	26	1	7	26	