

10 GENERAL SERVICES

10.1 HOME AFFAIRS AND JUSTICE

Outlay - `176.05 crore

10.1.1 Under this sub-head funds are provided for creation of building infrastructural facilities in the judiciary and police system, setting up of fast track courts etc. Priority will be given to complete the on going works first. Against an actual expenditure of ` 426.31 crore incurred during the 11th Five Year Plan, an outlay of ` 713.53 crore is provided for the 12th Five Year Plan. Against an outlay of ` 115.70 crore during 2012-13, an outlay of ` 176.05 crore is provided for the Annual Plan 2013-14.

Centrally Sponsored Schemes

On Going Schemes

HAJ-01 Infrastructure Facilities for the Judiciary (75:25)

Outlay – ` 50.00 crore

10.1.2 Under this centrally sponsored scheme, funds are provided to the state government to augment its resources for development of infrastructural facilities for the judiciary. This scheme covers the construction of court buildings and residential accommodation of Judges and Judicial Officers, covering both the High Courts and the subordinate courts to facilitate delivery of justice. Expenditure under this scheme is shared between the Centre and State Government in the ration of 75:25. The state is however, free to spend additional amount as per its needs. The status of the works undertaken in the state under this scheme is as under

10.1.3 **Achievements during 11th Five year Plan (2007-2012)**

- **Judicial Court Complexes completed during 11th Five year Plan (2007-2012)**
Sangrur, Ludhiana, Jalandhar, Amritsar, Fatehgarh Sahib, Mansa, Patiala, Ropar, Rajpura, Nabha, Moonak, Malerkotla, Dhuri, Budhlada, Dasuya, Talwandi Sabo, Rampura Phool, Nakodar, Jagraon, Samana, Jalalabad, Abohar, Samrala, Muktsar, Phillaur and Mansa.
- **Judicial Court Complexes Completed but balance work is in progress**
Phillaur, Mukatsar and Dasyua.

- **Works in Progress**
Judicial Complexes at Samrala, Mukatsar, Phillaur, Jalalabad, Abohar, Talwandi Sabho, Jagraon, Rampura Phul, Samana, Nakodar and Mansa.
- **Land Identified**
Construction of Judicial Court Complexes at Kapurthala, Batala, Zira, Ferozepur, Ajnala, Saheed Bhagat Singh Nagar (Nawan Shehar) and conservation of old Secretariat Building (court complex at Faridkot)

Targets of 12th Five Year Plan (2012-2017)

- **Judicial Court Complexes to be completed**
Malout, Batala, Sardoolgarh, Batala 2nd block, TaranTaran, Gurdaspur, Zira, Khammano, Barnala, Kapurthala, Ferozepur, Pathankot, conservation of old Secretariat Building (court complex at Faridkot) along with other works, Ajnala.
- **Land Identified/Acquired**
Patti, Baba Bakala, Moga, Shaheed Bhagat Singh Nagar, Hoshiarpur, Mohali and Khanna.

10.1.4 The year wise position of amount provided as state share and as central share under this scheme and actual amount released by Govt. of India is given as is under:-

(` in Cr)

Government of Punjab		Government of India		
Year	State Share	GOI Share to be received	Central Share received	Less funds released by GOI against the State Share
2007-08	35.00	35.00	11.00	24.00
2008-09	35.00	35.00	(` 2.68 Cr) was released by the GOI. ` 1.34 Cr Was released by the FD during the 2008-2009.	33.66
2009-10	82.00	82.00	0.00	82.00
2010-11	102.00	102.00	0.00	102.00

2011-12	120.00	120.00	Balance	118.66
			Amount of ` 1.34 Cr out of 2.68 Cr was released by FD during 2011-12.	
2012-13	42.50	42.50	66.17	Nil
Total	316.00	316.00	79.85	360.32

Against actual expenditure of ` 342.58 crore incurred during 11th Five Year Plan, an outlay of ` 500.00 crore is provided in the 12th Five Year Plan. Against an outlay of ` 42.50 crore during 2012-13, an outlay of ` 50.00 crore is provided in the Annual Plan 2013-14.

HAJ- 12 Revamping of Civil Defence for (50:50) specific shared components-(50:50)

Outlay - ` 1.00 crore

10.1.5 GOI provides funds as a 100 % grant-in-aid to the States under this scheme. However, the training, camps, exercise and demonstration components of this scheme are equally shareable between the Centre and the States. No expenditure was incurred during the 11th Five Year Plan. However, an outlay of ` 5.19 crore is provided for the 12th Five Year Plan. Against an outlay of ` 1.00 crore during 2012-13, an outlay of ` 1.00 crore is provided for the Annual Plan 2013-14.

State Funded Schemes

HAJ-06 Purchase of land for Police Lines at Mansa, Fatehgarh Sahib & others

Outlay - ` 9.50 crore

10.1.6 Under this scheme funds are provided for purchase of land for various police lines/police stations/ integrated transit complexes. The department proposes to purchase land/make payments of already purchased land for police lines at Moga, Barnala and various police stations and integrated transit complex, Sector 32 at Chandigarh. Against an actual expenditure of ` 10.12 crore incurred during the 11th Five Year Plan, an outlay of ` 3.00 crore is provided for the 12th Five Year Plan. Against an outlay of ` 1.70 crore during 2012-13, an outlay of ` 9.50 crore is provided for the Annual Plan 2013-14.

10.1.7 The State Government has constituted Punjab Governance Reforms Commission for making recommendations regarding responsive, accountable and better Public Service Delivery System. The Commission has submitted its 2nd Status Report which inter-alia includes recommendations regarding delivery of police services through involvement of institutionalization community.

10.1.8 Under this system, Police Community Policing Resource Centres (CPRC) has been set up to make an institutionalized effort to integrate community policing with the existing policing system, providing space for police-community partnership in crime prevention, grievance, redress, victim assistance and information related to law, rules and procedures, civic rights and duties, a built-in mechanism of coordination with civil, judicial and non-government organizations.

10.1.9 The CPRC is a four-tier system of policing in partnership with the community, managed through committees having representatives of the civil society, specialists, NGOs, police functionaries and the civil administration. At the state level, a Community Affairs Division (CAD) has been set up. The second tier consists of district level CPRCs (27) and the third tier the sub-divisional CPRCs (114). The outreach is provided at the thana / police station level (359) i.e. the fourth tier. All these tiers have forward and backward linkages. The state level steering committee provides policy guidelines, support for capacity building and strengthens the system of co-ordination. All other tiers provide backbone services and evolve their own local level and need based schemes.

10.1.10 The CPRCs are headed by Police Officers. The other members/non-official members of the CPRCs include District Health Officers, District Education Officers, District Women and Child Welfare Officers, Senior Medical Officers, Child Development Project Officers, Block Development and Panchayat Officers, Heads of medical colleges or hospitals, principals of schools and colleges, Representative NGOs, Advocates, Sociologists and Psychologists, senior academics, renowned poets, theatre and cultural personalities, representatives of Commerce, industry, trade unions, youths, Area Councilor/ Sarpanches and Resident welfare Organizations/Village Committees.

10.1.11 **Services to be provided By CPRCs/CPCs/Police Station Outreach:
Centres Verification Counter**

- NOC for arms licences.
- Permission for religious/political processions.

- Permission for use of loudspeakers/orchestras at religious or social functions.
- Request for security arrangements at political/sports/religious and social functions.
- Character/service verification.
- Verification for registration of vehicles.
- Verification of Tenant.
- Registration of servants.
- Other verifications.

Crime Counter

- Copies of F.I.R.
- Copies of untraced reports.
- Progress of investigation of criminal cases.
- Parole cases.
- Economic offences-fraud, forgery, cheating etc.
- Fraud/cheating by travel agents.

Foreigners Counter

- Registration of foreigners-their arrival and departure.
- Extension of residential permits of foreigners.
- N.R.I. complaints and enquiries.
- Passport verification.
- Emergency/urgent passport verification.
- MRG enquires for loss of passports abroad.

Special Service Counter

Victim Relief Centre

- List of hospital and dispensaries (Display information)
- Cognizable crime against women and punishment (poster)
- Violence against women (Poster)
- First aid facility
- Ambulance services
- Hotlines for women

Women cell / As a Referral to District level Women Cell

Economic offences cell

Grievance Redressal Counter

- This unit shall function to redress the grievances of the common citizens either against police/police station staff /police station outreach centre or

otherwise. CPRC/CPSC/PSOC in-charge to listen to the grievance thrice a week.

- o Meeting of women, traffic and economic offence cell to be organized in this unit.

10.1.12 Besides, above these Saanjh Kendras (CPRC,CPSC&PSOC) are also providing the following 25 Services to General Public, under the Punjab Right to Service Act-2011:-

S.No	Name of Services	Time Lines
1	Registration of Foreigners(Arrival and Departure)	Immediate
2	Extension of Residential Permit of Foreigner	5 days
3	Copy of FIR or DDR	Immediate / On Line
4	NOC for use of loud speakers	5 days
5	NOC for Fairs/Melas/Exhibitions	5 days
6	Stranger Verification (after receiving the verification from other District/State of which the stranger is a resident)	5 days
7	Tenant/ Servant Verification (if resident of local area)	5 days
8	Tenant/ Servant Verification (if resident of other District/ State and after receiving the verification from other District/ State)	5 days
9	Other Verification related services	30 days
10	Copy of untraced report in road accident cases	45 days
11	Copy of untraced report in case pertaining to stolen vehicles.	45 days
12	Copy of untraced report in theft cases	60 days
13	NOC for pre-owned vehicles	5 days
14	Service Verification	10 days
15	Character Verification	10 days
16	Verification for renewal of Arms Licence	15 days
17	NOC for issuance/ renewal of License of Arms Dealers	15 days
18	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc.	15 days
19	Passport Verification	21 days
20	Verification for fresh Arms License	30 days
21	M.R.G Inquiry	-
22	Passport	-
23	Weapon Retainers	-

S.No	Name of Services	Time Lines
24	Sale Permission Entry of Weapon (NOC etc)	-
25	Counter sign	-

10.1.13 Under this scheme, 144 Saanjh Kendras are operational, 20 are under construction and 136 more are proposed to be constructed. The cost of setting up of one CPSC is about `26.31 lac (Rs.13.05 lac for civil portion + `13.26 lac for furnishing items). The total cost for setting up of 95 CPSCs and 81 PSOCs comes to `28.59 crore.

10.1.14 Against an actual expenditure of `31.30 crore incurred during the 11th Five Year Plan, an outlay of `30.00 crore is provided for the 12th Five Year Plan. Against an outlay of `12.00 crore during 2012-13, an outlay of `15.00 crore is provided for the Annual Plan 2013-14.

HAJ-08 Training to unemployed youth at Police Security Training Institute (PSTI), Jahankhelan for Service in Security Sector through Punjab Police Security Corporation (PPSC) Ltd.

Outlay - `2.10 crore

10.1.15 Punjab Police Security Corporation Ltd. (PPSCL), a subsidiary of Punjab

Police Housing Corporation Ltd., was set up in 2008 with a view to impart training to the unemployed youth of the state for employment in the Private Security Sector. It had started its first Punjab Security Training Institute (PSTI) in the premises of Police Recruitment Training Centre (PRTC) Jahan Khelan for imparting 2 month vocational course for Private Security Guard. The corporation has now got constructed a full fledged modern/ hi-tech building of PSTI, Jahan Khelan at the cost of `10.00 crore having capacity of imparting quality training to 3000 youth every year.

10.1.16 Advertisement for this training course is often given in the newspapers/ electronic media with the approval of Department of Employment Generation, Punjab and selection of candidates is done at various District Police Headquarters. Since its inception, 5486 youth have been imparted training with 100% job placement. 6698 persons were trained and got employment in reputed companies. The Corporation proposes to impart training to 2500 persons during the year 2013-14.

10.1.17 Against an actual expenditure of `38.58 crore incurred during the 11th Five Year Plan, an outlay of `5.00 crore is provided for the 12th Five Year Plan. Against an outlay of `2.50 crore during 2012-13, an outlay of `2.10 crore is provided for the Annual Plan 2013-14.

HAJ- 09 Police Training (13th FC)

Outlay - `52.45 crore

10.1.18 The 13th Finance Commission has recommended `200.00 cr for Punjab for upgradating the training facilities for the police personnel. No expenditure was incurred during the 11th Five Year Plan. However, an outlay of `150.00 crore is provided for the 12th Five Year Plan. Against an outlay of `50.00 crore during 2012-13, an outlay of `52.45 crore is provided for the Annual Plan 2013-14.

HAJ- 10 Creation of victim compensation fund

Outlay - `1.00 crore

10.1.19 The State Government has formulated a Victim Compensation Policy for providing compensation to the victims or their dependents who has suffered loss or injury as a result of crime and who require rehabilitation. Under this policy Victim Compensation Fund will be created which would be operated by the Secretary, State Legal Service Authorities, and Punjab. No expenditure was incurred during the 11th Five Year Plan. However, an outlay of `5.00 crore is provided for the 12th Five Year Plan. Against an outlay of `1.00 crore during 2012-13, an outlay of `1.00 crore is provided for the Annual Plan 2013-14.

HAJ- 11 Construction of Civil Defence and Home Gurads Specialized Training Institute at Sundra Tehsil Dera Bassi, District Mohali

Outlay – `5.00 crore

10.1.20 Civil Defence and Home Gurads Specialized Training Institute is being constructed in a phased manner at an estimated cost of `16.80 Cr. at Sundra, Tehsil Dera Bassi, District Mohali by Punjab Police Housing Corporation. No expenditure was incurred during the 11th Five Year Plan. However, an outlay of `15.36 crore is provided for the 12th Five Year Plan. Against an outlay of `5.00 crore during 2012-13, an outlay of `5.00 crore is provided for the Annual Plan 2013-14.

New Scheme

HAJ-14 Prevention of Crime and Improvement of Police Public Relations.

Outlay - `40.00 crore

10.1.21 This scheme aims at taking steps for prevention of crime and improvement of police public relations. It comprises the following :-

(i) Rapid Rural Police Response System :

Under this system police systems will be available to the remotest rural areas in less than 20minutes of call on a separate dedicated number at a cost of ` 35.00 crore.

(ii) Safe City :

This concept is an overall security solution, involves mapping areas prone to criminal and terrorist activities and the integration of information technology and know how together with the existing security development at an estimated cost of about ` 135.00 crore Amritsar and Ludhiana will be covered under this project in the year 2013-14.

(iii) Night Policing :

The state government plans to roll out “Night Policing” all over the state in the year 2013-14 for improving the safety and security of its citizens. It will cost about ` 10.00 crore.

(iv) Non Lethal Weapons :

In order to deal with law and order situation, the Punjab Police would equip its two units of Anti Riot Police (ARP) and the district police with non lethal weapons to minimize the use of force and injury the crowd control and law and order situation. It will cost about ` 13.00 crore.

(v) Saanjh Kendra :

This project was conceived for the purpose of community participation in resolving disputes and conflicts in the society. They also function as service delivery centers for 20 important services.

All the above projects would cost ` 180.00 crore. However, an outlay of ` 40.00 crore is provided for the Annual Plan 2013-14.

Centrally Sponsored Scheme

CS(HAJ)-02 Revamping of Civil Defence

Outlay- `6.00 crore

10.1.22 GOI provides funds as a 100 % grant-in-aid to the States under this scheme. However, the training, camps, exercise and demonstration components of this scheme are equally shareable between the centre and the states. Ministry of Home Affairs,

(Director General Civil Defence, CD section), Govt. of India has allocated an amount of ` 15.00 crore during 2009-10 to all States/UTs under the Centrally sponsored Scheme - Revamping of Civil Defence set up in the country. Out of this amount 0.96 crore were sanctioned/released during 2009-10 to the Punjab State (i.e Directorate of Punjab Home Guards and Civil Defences). This scheme is covered under the Centrally Sponsored Scheme -Civil Defence. Under this scheme inter-alia funds are also allocated/released to the States in shape of grants for revamping of civil defence.

10.1.23 Against an actual expenditure of ` 16.91 crore incurred during the 11th Five Year Plan, an outlay of ` 30.00 crore is provided for the 12th Five Year Plan. Against an outlay of ` 6.00 crore during 2012-13, an outlay of ` 6.00 crore is provided for the Annual Plan 2013-14.

10.2 POLICE HOUSING

State Funded Schemes

On Going Schemes

PH-01 Purchase of land and construction of houses for Police Officers/Officials Personnel

Outlay - ` 20.00 crore

10.2.1 Under this scheme, funds are provided for the purchase of land and construction of houses for police officers/officials. No expenditure was incurred during 11th Five Year Plan. However, an outlay of ` 5.00 crore is provided in the 12th Five Year Plan. Against an outlay of ` 1.00 crore during 2012-13, an outlay of ` 20.00 crore is provided in the Annual Plan 2013-14.

New Scheme

Centrally Sponsored Scheme

PH-02 Modernization of Police Forces Scheme. (60:40)

Outlay - ` 13.72 crore

10.2.2 The main objective of this scheme is to modernize the Police Forces (to modernization of mobility weaponry, communication, highway patrolling and traffic management, vigilance and construction of police station etc) in the state. This cost will be shared between centre and state government in the ratio of 60:40. An outlay of ` 13.72 crore as 40% state share is provided in the Annual Plan 2013-14.

10.3 JAILS

State Funded Scheme**On Going Scheme****HAJ-01 Up-gradation of infrastructure and modernization of Jails (Sudhar Ghar)**

Outlay – ` 10.00 crore

10.3.1 Under this scheme, funds are provided for carrying out the works with up-gradation of infrastructure and modernization of various jails in the state. These works include construction of boundary walls, barracks, langar hall mess, kitchen/langar, toilets, meeting halls, bathrooms, watching tower and hospitals. Against an actual expenditure of ` 0.37 lac incurred during 11th Five Year Plan, an outlay of ` 15.00 crore is provided in the 12th Five Year Plan. Against an outlay of ` 3.00 crore during 2012-13, an outlay of ` 10.00 crore is provided in the Annual Plan 2013-14.

10.4 HOSPITALITY

State Funded Scheme**On Going Scheme****HP-01 Completion of Circuit Houses at Ferozepur and Gurdaspur**

Outlay - ` 3.30 crore

10.4.1 Under this scheme, funds are provided for the construction of circuit houses and rest houses in the state. These Circuit Houses serve as State Guest Houses for the senior officers of the State Govt. and VIPs. At present circuit houses are available at Amritsar, Bathinda, Chandigarh, Faridkot, Jalandhar, Ludhiana, Patiala and Shimla.

10.4.2 The two circuit houses at Gurdaspur and Ferozepur are under construction since 1995-96 but these buildings could not be completed/made functional due to less release of funds. 70% to 80% work of these buildings has already been completed. It is also decided at Hon'ble Chief Minister's level that two circuit houses are to be renovated every year. Against an actual expenditure of ` 3.15 crore incurred during the 11th Five Year Plan, an outlay of ` 15.00 crore is provided for the 12th Five Year Plan. Against an outlay of ` 3.00 crore during 2012-13, an outlay of ` 3.30 crore is provided for the Annual Plan 2013-14.

10.5 VIGILANCE

State Funded Scheme**On Going Scheme****VL-01 Purchase of land and construction of the building of Chowksi Bhawan, SAS Nagar, Mohali**

Outlay - ` 7.00 crore

10.5.1 A Chowksi Bhawan is to be constructed in Sector-68, SAS Nagar, (Mohali) for Vigilance Bureau, Punjab. For this purpose, the department has purchased a plot measuring 6037.77 sq yard @ ` 4150/- per sq. yds from PUDA at the total cost of ` 2.51 crore (Rs.2,50,56,746/-). Out of the total cost of the plot, an amount of ` 2.49 crore has already been paid to PUDA and the balance amount of ` 1.57 crore is yet to be paid. ` 6.00 crore is provided in the 12th Five Year Plan for balance payment to be paid to PUDA for plot and construction of Chowksi Bhawan.

10.5.2 Against an actual expenditure of ` 9.30 crore incurred during the 11th Five Year Plan, an outlay of ` 6.00 crore is provided for the 12th Five Year Plan. Against an outlay of ` 1.82 crore during 2012-13, an outlay of ` 7.00 crore is provided for the Annual Plan 2013-14.

10.6 PRINTING AND STATIONERY

Outlay - ` 3.69 crore

10.6.1 An outlay of ` 4.81 crore was provided under this sub-head in the 11th Plan against which an expenditure of ` 28.17 lac was incurred. An outlay of ` 17.82 crore and ` 6.25 crore has been provided in the 12th Plan 2012-17 and Annual Plan 2012-13 respectively. An outlay of ` 3.69 crore is provided for Annual Plan 2013-14.

On Going Schemes**State Funded Schemes****PTS-01/1 Modernization of Punjab Government Presses**

Outlay - ` 3.46 crore

10.6.2 There are two Government Press which are situated at SAS Nagar and Patiala. The main aim of the scheme is to install new machinery of Modern Technique. An outlay of ` 4.27 crore was provided in the 11th Plan against which an expenditure of ` 5.70

lac was incurred. An outlay of ` 17.41 crore and ` 6.00 crore has been provided in the 12th Plan 2012-17 and Annual Plan 2012-13 respectively. An outlay of ` 3.46 crore is provided for Annual Plan 2013-14.

PTS- 02/2 Construction of Parallel Block to Existing Block and Staff Quarters at Govt. press S.A.S. Nagar(Mohali)

Outlay – ` 0.05 crore

10.6.3 This scheme was formulated for Building works of Govt. Press, SAS Nagar. The Department has also started working in Govt. Press, SAS Nagar and to complete the remaining works of Govt. Press, SAS Nagar, an outlay of ` 5.00 lac was provided in the 11th Plan against which an expenditure of ` 22.47 lac was incurred. An outlay of ` 0.05 crore and ` 0.05 crore has been provided in the 12th Plan 2012-17 and Annual Plan 2012-13 respectively. An outlay of ` 0.05 crore is provided for Annual Plan 2013-14.

PTS-03/3 Construction of Building and other Important Works at Government Press Patiala

Outlay – ` 17.82 lac

10.6.4 The Government Press, Patiala requires upgradation i.e. construction of covered hall for storing of cutting and waste paper of printed material and installation of new tubewell. An outlay of ` 49.39 lac was provided in the 11th Plan against which no expenditure was incurred. The scheme required to be carried out in 12th Five Year Plan. An outlay of ` 35.58 lac and ` 20.00 lac has been provided in the 12th Plan 2012-17 and Annual Plan 2012-13 respectively. An outlay of ` 17.82 lac is provided for Annual Plan 2013-14.

10.7 MAHATMA GANDHI STATE INSTITUTE OF PUBLIC ADMINISTRATION

Outlay - ` 11.28 crore

State Level Schemes

Ongoing Schemes

MGSIPA-01 Establishment of Administrative Training Institute

Outlay - ` 6.98 crore

10.7.1 The construction of the Ist Phase of Mahatma Gandhi State Institute of Public Administration, which includes Administrative Complex, Convention Hall, Auditorium, Library, Academic Block and minimum hostel accommodation, is almost complete. The Campus building is spread over 12 acre which includes convention centre, auditorium, academic block, sports complex & hostel etc. out of which auditorium, academic block and sports complex are lying incomplete. Against the expenditure of ` 13.44 crore in

the 11th Plan, an outlay of ` 40.00 crore is provided for 12th Five Year Plan. Against an outlay of ` 4.10 crore during Annual Plan 2012-13, an outlay of ` 6.98 crore is provided for Annual Plan 2013-14.

MGSIPA-02 Training Grants

Outlay - ` 0.65 crore

10.7.2 The main objective of the scheme is to conduct training programmes seminars, conferences and workshops for employees of Punjab Government and its Corporations by MGSIPA. To achieve academic excellence in training activities, the Institute has taken up new initiatives like developing domain/job specific modules, Trainer's Development Programme etc. Against the expenditure of ` 2.49 crore in the 11th Plan, an outlay of ` 3.00 crore is provided for 12th Five Year Plan. Against an outlay of ` 1.00 crore during Annual Plan 2012-13, an outlay of ` 0.65 crore is provided for Annual Plan 2013-14.

MGSIPA-03 Research & Development Studies and other Projects

Outlay - ` 1.95 crore

10.7.3 Mahatma Gandhi State Institute of Public Administration, Punjab (MGSIPA) was created to review and undertake research and development projects in various areas of Public Administration particularly those areas, which are characterized by faults and deficits in the system leading to poor performance and inefficiency.

10.7.4 The Government spends funds on various developmental and welfare activities but due to poor system and lack of empirical research studies, the output in terms of capacity utilization has been far from satisfactory and probably low compared to financial allocation. Therefore, Government working has constantly been assailed at various forums on this account. Apart from criticism from public and the media, Comptroller and Auditor General, Finance Commission and Planning Commission has taken a serious view of this lapse. It is, therefore, proposed to spare some money in order to identify such deficit areas and undertake the remedial measures. The Institute under this scheme shall also identify and workout remedial action plan in such areas of deficiency. Against the expenditure of ` 5.13 crore in the 11th Plan, an outlay of ` 15.00 crore is provided for 12th Five Year Plan. Against an outlay of ` 1.50 crore during Annual Plan 2012-13, an outlay of ` 1.95 crore has been provided for Annual Plan 2013-14.

MGSIPA-04 Excellence Awards for promotion of Good Governance

Outlay - `0.15 crore

10.7.5 Under this scheme, awards ranging from `5000/- to `50,000/- will be given to selected Government Officers, NGOs, Public Representatives, Subordinate Employees and other deserving organizations/individuals at the State as well as regional/district level in order to give incentives for good works, initiatives and ideas with a view to improve governance, development and public welfare. An outlay of ` 2.50 crore is provided for 12th Five Year Plan. Against an outlay of ` 0.50 crore during Annual Plan 2012-13, an outlay of ` 0.15 crore has been provided for Annual Plan 2013-14.

MGSIPA-05 Sevottam Scheme

Outlay- ` 0.22 crore

10.7.6 The scheme envisages concerted action in a holistic perspective for achieving efficiency in delivery of public services in regulatory, welfare and development spheres of governance through policy and procedural reforms and capacity building of the government employees. Training of government personnel, especially at the cutting edge for attitudinal change, behavioral skill and motivation is an important part of the scheme. The focus areas of the scheme would be:

- Capacity building & Sevottam certification
- Government Process Re-engineering
- Public Grievances Redressal
- Right To Service Act, 2011
- Orientation of Institute's Regional & District Centres/Cells (RDCs)

An outlay of ` 1.50 crore is provided for 12th Five Year Plan. Against an outlay of ` 0.20 crore during Annual Plan 2012-13, an outlay of ` 0.22 crore has been provided for Annual Plan 2013-14.

MGSIPA- 06 Strengthening of Centres at State and District Level.

Outlay- ` 1.10 crore

10.7.7 The Executive Committee of the Institute in its 31st meeting approved the setting up of Regional and District Centres. The Executive Committee also approved the idea of each Regional/District Centre specializing in a set of subjects depending on the availability of local resources.

MGSIPA-07 Performance Management Division

Outlay- ` 0.22 crore

10.7.8 Performance Monitoring and Evaluation of all departments of the state government through Result Framework Document (RFD) is already carrying out in the state. Mahatma Gandhi State Performance Management is the Nodal Agency. During the year 2010-11, the system was adopted in all the departments of the state. From the year 2011-12, performance monitoring has been adopted at district level through a model RFD specially designed in the state. An outlay of ` 1.00 crore is provided for 12th Five Year Plan. Against an outlay of ` 0.20 crore during Annual Plan 2012-13, an outlay of ` 0.22 crore has been provided for Annual Plan 2013-14.

10.8 EXCISE & TAXATION

Outlay- ` 10.01 crore

10.8.1 VAT was successfully implemented in the state of Punjab w.e.f. 1.4.2005. Keeping in view the difficulties being faced by trade and industry, rate of VAT has been decreased on certain commodities, procedure of tax collection has been made business friendly and dates for submission of statutory documents under the CST Act have been extended for procuring these documents from other states. To expedite payment of refund to exporters and dealers resorting to inter state sales, the facilities of E-filing of quarterly returns has been introduced by the department. E-Payment facility has also been provided to the dealers in the state.

10.8.2 The collections under Punjab VAT and CST Acts have increased from ` 7046.65 crore in 2008-09 to ` 8284.13 crore in 2009-10 registering an increase of 17.56%. During 2010-11, the collections was ` 10778.15 crore i.e. an increase of 30.10% over the previous year. During 2011-12, the collections was ` 12223.09 Cr i.e. an increase of 13.40% over the year 2010-11. During 2012-13, the expected collections are ` 14900.00 Cr i.e. an increase of 22% over the year 2011-12. The estimates for 2013-14 are ` 18413 Cr (VAT – ` 17760 + CST - ` 653 Cr.)

10.8.3 Against the excise revenue of ` 1810.72 crore earned during 2008-09, an amount of ` 2100.57 crore was earned during 2009-10 thereby registering an increase of 16%. During 2010-11, excise collections was ` 2372.02 crore i.e. an increase of 12.92% over the previous year. During 2011-12, excise collections was ` 2726.62 Cr. i.e. an increase of 14.94% over the year 2010-11. During 2012-13 expected excise collections are

₹ 3800.00 Cr i.e. an increase of 39% over the year 2011-12. The estimates for excise collection for the year 2013-14 is ₹ 4180 crore.

10.8.4 The Department of Excise and Taxation is a major revenue earning agency of the state. An Excise and Taxation Technical Services Agency (ETTSA) has been constituted for modernization and upgradation of tax collection machinery in the state.

On going schemes

State funded schemes

ET 01/ET 1 Computerization of Excise and Taxation Department

Outlay- ₹ 10.00 crore

10.8.5 The Computerization of Sales Tax Information System (COSTISP) for the Excise and Taxation Department was undertaken by the Excise and Taxation Technical Services Agency (ETTSA) in the year 2003-04. After 1.4.2005, when VAT was introduced in the State of Punjab this project was converted to Computerization of VAT Information System (COVIS). COVIS consists of capturing information at source by on-line implementation of 15 identified modules.

10.8.6 Keeping in mind the more holistic approach towards eGovernance focusing on process reengineering, citizen centricity and control on tax evasion with the help of technology, ETTSA planned its second phase of eGovernance and has now appointed M/s Wipro Ltd. as its System Integrator for its second phase of Computerization Project COTIS (Computerization of Tax Information System). COTIS is conceptualized to be implemented on a turnkey basis. The System Integrator is responsible for design, implementation and management of IT infrastructure and outsourced transaction processing along with other support activities and owning & operating the same for the period of five (5) years after State-wide Go-Live of the project. COTIS is rooted in the desire of the Department for effective and efficient discharge of its functions to its taxpayers as well as to its internal staff. ETTSA has not only reinforced the commitment to service modernization but is also introducing 'Multichannel and Integrated Service Delivery' through up to date and improved IT infrastructure.

10.8.7 The key objective of COTIS Project is to transform the functioning of the Excise and Taxation Department with a business process perspective and also to transform the means of rendering services to its various stakeholders. The intended end result is a more effective and efficient Tax Administration aided by a robust Management Information System (MIS) for informed decision making and tax policy formulation in the

State. The vision of the Project is to create a modern state tax administration that is Efficient, Effective and Equitable.

10.8.8 The COTIS Project aims at improving the existing IT infrastructure for facilitating all types of department activities as part of the VAT/ Excise administration, thereby facilitating all the concerned stakeholders. By using Technology as a key element of citizen service delivery and identification of various e-Governance initiatives that can alter the way services are delivered has been the cornerstone of all recommendations for this Project. An outlay of ` 240.89 crore is provided for 12th Five Year Plan. An amount of ` 10.00 crore is provided in the Annual Plan 2012-13 respectively. Similarly an outlay of ` 10.00 crore is provided in the Annual Plan 2013-14.

Centrally Sponsored/Funded Scheme

ET 02/ET 2 Mission Mode Project for Computerization of Commercial Taxes (CS:SS)(65:35)

Outlay - ` 0.01 crore

10.8.9 The Mission Mode Project for Computerization of Commercial Taxes administration (MMPCT) has been launched by GoI to support the States and Union Territories to computerize their commercial taxes administration. The Government of India approved this project for the State of Punjab with total cost of ` 40.43 Crore (` 26.45 crore GoI share + ` 13.98 crore state share) in 2010-11. Total receipt from GoI and State Government till 8th Mar, 2013 is as under:

(` Cr)

Year	Funds received from GoI	Funds received from GoP	Total received	Exp
2010-11	5.29	2.79	8.08	5.53
2011-12	6.61	3.56	10.17	12.03
2012-13 (up to 08/03/2013)	10.60	5.39	15.99	9.03

10.8.10 An outlay of ` 7.63 crore is provided for 12th Five Year Plan and Annual Plan 2012-13. An outlay of ` 0.01 crore (token provision) is provided in the Annual Plan 2013-14.

10.9 REVENUE & REHABILITATION

Outlay - `15.51 crore

10.9.1 Under this sub-head, funds are provided for setting up of Divisional Offices/District/Tehsil Complexes, modernization/computerization of land records, construction of bar rooms, advocate chambers and bar libraries and disaster management. Against an actual expenditure of `19.18 crore incurred during the 11th Five Year Plan, an outlay of `47.55 crore is provided for the 12th Five Year Plan. Against an outlay of `9.51 crore during 2012-13, an outlay of `15.51 crore is provided for the Annual Plan 2013-14.

Centrally Sponsored Scheme

On-going scheme

**RR- 01 National Land Records Modernization Programme (NLRMP) –
(Component wise) Shared (100%, 50:50, 25:75)**

Outlay - `1.50 crore

10.9.2 Computerization of Land Records (CLR) was 100% centrally sponsored scheme of Govt. of India launched in the year 1990. Till 21/8/08, the Land Reforms(LR) Division was implementing two Centrally Sponsored Scheme viz. Computerization of Land Records(CLR) & Strengthening of Revenue Administrative and Updating of Land Records (SRA & ULR). Thereafter, on 21-8-08 the both schemes were merged into a modified scheme named National Land Records Modernization Programme (NLRMP).

The main aims of NLRMP are

- To usher in a system of updated land records
- Automated and automatic mutation
- Integration between textual and spatial records
- Inter-connectivity between revenue and registration
- To replace the present deeds registration and presumption title system with that of conclusive titling with title guarantee

The components of NLRMP are as under:-

- (a) **Computerization of Land records(100% centre share)**
 - (i) Data Entry/re-entry/data conversion/mutation entry
 - (ii) Digitization of Cadastral maps and integration of textual and spatial data
 - (iii) Tehsil, Sub-division and district data centres

- (iv) State level data centres
- (v) Inter-connectivity amongst revenue office
- (b) Survey/re-survey and updating of survey & settlement records (including ground control network and ground truthing)(50:50)**
- (c) Computerization of Registration (25:75)**
 - (i) Data entry of valuation details
 - (ii) Data entry of legacy encumbrance data
 - (iii) Scanning & preservation of old documents
 - (i) Connectivity to SROs with revenue offices
- (d) Modern records rooms/land records Management centres at tehsil/block level(50:50)**
- (e) Training & Capacity building(100%)**
 - (i) Training, workshops etc.
 - (ii) Strengthening of Revenue training institutes

Project Status in Punjab

10.9.3 The Integrated Land Management System (ILMS) project for Computerization of Land Records and Registration of Documents for the State of Punjab was started on 4th November, 2006 by the Revenue Department through Punjab Land Records Society. The Society draws its income by charging facilitation fee @ ` 150 per document registered which has now been increased to ` 500 per document. This money is used for infrastructure, upgradation and Land Records Project Management. The ILMS is being implemented under PPP paradigm under Build Operate Own and Transfer basis. M/s Microsoft Inc is the Technology Partner and M/s CMC Ltd (Sangrur and Barnala) and M/s CMS Ltd (For rest of Punjab) are the Boot Operators.

Status of the Project

10.9.4 The Registration of Deeds is being done using the PRISM software of NIC at all the 153 Sub Registrar Offices of the State. A new comprehensive software of Registration of Documents is under development. This software will be integrated with Land Records and will help in capturing information from Land Records for Registration, control over envision of Stamp Duty, registering auto mutations in the land records. Work of Digitization of Mussavis is under progress. Once the data entry of all the documents is complete,

computerized copies of Records of Rights (ROR) and other reports will also be automatically generated from the remaining Fard Kendras in the state. With the help of High Resolution Satellite Imagery, a Land Survey Project is being undertaken in select location of Punjab by establishing Ground Control Points and super imposing the digitized Mussavis. The project envisages updation of Land Records as per the ground reality and will ease land demarcation and partition in a transparent manner. 167 Fard Kendras have already been opened and record of about 12538 villages have been computerized.

10.9.5 Under this scheme, an amount of ₹ 10.86 crore was sanctioned for the Punjab (Bathinda, Jalandhar and State level Data Centre) during 2008-09 by Ministry of Rural Development, (Department of Land Resources – Land Reforms Division), Govt. of India. Out of this amount, ₹ 8.14 crore as a 1st installment towards the central share was released during 2008-09. This amount is yet to be released/utilized. Balance amount of ₹ 2.71 crore is also yet to be released by GOI. Against an actual expenditure of ₹ 1.00 crore incurred during the 11th Five Year Plan, an outlay of ₹ 7.50 crore is provided for the 12th Five Year Plan. Against an outlay of ₹ 1.50 crore during 2012-13, an outlay of ₹ 1.50 crore is provided as state share for the Annual Plan 2013-14.

State Funded Schemes

RR-02 Divisional Offices/District Tehsil Complexes

Outlay - ₹ 10.00 crore

10.9.6 At present, there are 5 divisions, 22 districts, 81 Sub Divisional/Tehsil and 86 Sub Tehsils in the State. For the convenience of the public, it has been decided to construct Administrative Complexes at these places. Priority would be given to complete the ongoing works first. The status of the work is as under:-

Works going on:

Construction of District Administrative Complex at Ferozepur, Sub Divisional/Tehsil Complexes at Moonak, Jaiton, Mukerian, Nangal, Kharar, Dharkalan, Sultanpur Lodhi and Patran.

Works to be taken up

Construction of District Administrative Complexes at Tarn Taran, Barnala, S.A.S.Nagar, Amritsar, Kapurthala and Gurdaspur. Construction of Sub Divisional/Tehsil Complexes at Ajnala, Khadoor Sahib, Dera Baba Nanak, Bhulath, Chamkaur Sahib, Jagraon, Raikot, Dhuri, Lehra, Malerkotla, Zira, Tappa, Budhlada, Khamano, Bagha Purana, Samana and Shahkot.

Purchase of Land

For the construction of Sub Division/Tehsil and Sub Tehsil complexes at Ajnala, Khadoor Sahib, Raikot, Malout and Machhiwara.

10.9.7 Against an actual expenditure of ` 12.38 crore incurred during the 11th Five Year Plan, an outlay of ` 25.00 crore is provided for the 12th Five Year Plan. Against an outlay of ` 5.00 crore during 2012-13, an outlay of ` 10.00 crore is provided for the Annual Plan 2013-14

RR- 03 Assistance to Bar Associations at District and Sub-divisional level for construction of Bar Rooms, Advocate Chambers and Bar Libraries.

Outlay - ` 4.00 crore

10.9.8 Under this scheme assistance is provided to Bar Associations at district and sub-divisional level for construction of bar rooms, advocate chambers and bar libraries. The norms to be adopted for implementation of this scheme are as under:-

- The financial assistance would be provided only to the bar association and not to any particular individual.
- Assistance would be provided to Bar Association at district and sub-division level only for construction of bar rooms, advocate chambers and bar libraries and the maintenance expenditure of these assets would be borne by the concerned Bar Associations.
- Bar Association is required to get the estimates prepared from any Engineer and would submit their proposal to the concerned DC. The DC would examine these proposals and send them to PWD for vetting. In case the estimates are not prepared by any Engineer, then these will get prepared from PWD. Thereafter, the Revenue Department would take-up the matter for release of funds with the Finance Department through the Planning Department.
- Assistance would be provided only for one time for one purpose, the maximum limit for which would be as under:-

Purpose	Corporation town (district headquarter	Other district head quarters	Sub- division
Advocate chambers/ bar rooms	200.00	100.00	50.00
Bar libraries	5.00	5.00	2.00

- The assistance would be provided on matching basis i.e. bar associations would contribute/bear 50% of the construction cost.

- Revenue Department has already framed a uniform policy for construction of bar rooms/advocate chambers etc. vide their notification issued on 11/11/02. The other terms and conditions are laid down in this notification.

10.9.9 Against an expenditure of ` 3.50 crore incurred during the 11th Five Year Plan, an outlay of ` 15.00 crore is provided for the 12th Five Year Plan. Against an outlay of ` 3.00 crore during 2012-13, an outlay of ` 4.00 crore is provided for the Annual Plan 2013-14.

RR- 04 Implementation of National Disaster Management Act, 2005

Outlay - ` 1.00 lac

10.9.10 The Department of Disaster Management was notified on 23-11-2004 under the Financial Commissioner Revenue, Punjab. To comply with Disaster Management Act 2005, NDMA (National Disaster Management Authority) has been constituted under the Chairmanship of the Hon'ble Prime Minister of India. At the state level, the Punjab Disaster Management Authority has been constituted under the Chairmanship of Hon'ble Chief Minister, Punjab. Besides, constitution of State Executive Committee headed by Chief Secretary, Punjab.

10.9.11 Under this Act, the State Govt(s) are obliged to formulate the State Disaster Management Plan after a Hazard & Vulnerability Analysis, Early Warning System and the Standard Operating Procedures for various Departments alongwith District Disaster Management Plans.

10.9.12 The 13th Finance Commission has been recommended grant-in-aid to the State Governments to the tune of ` 26373 Cr for Disaster Relief (Including for Capacity Building) for executing works of capacity building, funding for pooled procurement and risk pooling and insurance. Out of this grant, an amount of ` 948.84 Cr has been allocated to the Punjab State.

10.9.13 The Ministry of Finance, GOI vide their letter No.17(1) FCD/ 2010 dated 5-3-2010 has classified this expenditure on non plan side. No expenditure was incurred during 11th Five Year Plan. However, an outlay of ` 5.00 lac is provided for the 12th Five Year Plan. Against an outlay of ` 1.00 lac during 2012-13, an outlay of ` 1.00 lac is provided for the Annual Plan 2013-14.

10.10 TREASURY AND ACCOUNTS

Outlay- ` 0.01 crore

State Level Scheme**Ongoing Scheme****TA 01 Computerization of Treasuries and Accounts Department**

Outlay- ` 0.01 crore

10.10.1 For the purpose of computerization of Treasuries and Accounts Department, an outlay of ` 100.00 lac is provided for 12th Five Year Plan. Against an outlay of ` 0.30 lac during Annual Plan 2012-13 , an amount of ` 1.00 lac is provided for Annual Plan 2013-14

10.11 PERSONNEL

Outlay – ` 20.01 crore

State Level Schemes**Ongoing Schemes****P-01/P-02 For implementation of recommendations made by Punjab Governance Reforms Commission in respect of various departments**

Outlay- ` 20.00 crore

10.11.1 Under the scheme, funds are provided for Integrated Work flow and Document Management System (IWDMS) is under implementation in all the Secretariat departments in Chandigarh at a cost of ` 120.00 crore. This system would store the entire information on computers and process all cases on computers thereby saving time and quick disposal of cases. Under Integrated Management of Finance System, all treasuries have been computerized and linked to preparation and monitoring of annual plans and budgets. Against the expenditure of ` 24.86 crore in the 11th Plan, an outlay of ` 115.87 crore is provided for 12th Five Year Plan. Against an outlay of ` 15.00 crore during Annual Plan 2012-13, an outlay of ` 20.00 crore is provided for Annual Plan 2013-14.

P-02/P-04 Construction of Office Building of Punjab Right to Service Commission.

Outlay- ` 1.00 lac

10.11.2 Punjab Right to Service Commission has been set up in Oct, 2011, as per Punjab Right to Service Act passed by Punjab Assembly. The Punjab Govt. has declared 69 services to be covered in the Punjab Right to Service Act, 2011. The eligible person will get service, in case of non delivery of service required by the eligible person, he may appeal to first appellate authority against the designated officer or the service provider. The eligible

person in case of need may go to the second appellate authority. At present, Punjab Right to Service Commission is housed in a hostel of the Mahatma Gandhi State Institute of Public Administration (MGSIPA) Sec-26, Chandigarh. Commission is operating from this building as a stop gap arrangement. An outlay of ` 10.00 crore is provided for the 12th Five Year Plan. A token provision has been made for Annual Plan 2013-14 at current year level.