

## **Manual under section 4(1) (b) for Right to Information Act, 2005**

### **Sukhmani Society for Citizen Services, Shahid Bhagat Singh Nagar**

#### **1. The particulars of its organization, functions and duties.**

In the matter of Society Registration Act, XXI of 1860 being an act for the registration of Literary, Scientific and Charitable Societies And In the matter of **Sukhmani** Society for Citizen Services, Shahid Bhagat Singh Nagar (SSCS- Shahid Bhagat Singh Nagar) (hereinafter referred to as the Society) pertaining to Rules and Regulations of Society for the execution, implementation and handling of Citizen Services and its operations of different types.

### **MEMORANDUM OF ASSOCIATION**

#### **(I). Preamble**

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

The **Sukhmani** Society is a district level body that would work under the overall umbrella framework of Punjab State E-Governance Society (PSEGS). All the service centers in the district would be established, managed and run by the **Sukhmani** Society of that district on a self sustaining revenue model. **Sukhmani** Centres are the one stop shop for all Government services in an integrated manner. It is considered expedient to provide the Society a legal entity by getting it registered under The Societies Registration Act, 1860.

**(II).** (a) **Name:** The name of the Society shall be **Sukhmani** Society for Citizen Services, Shahid Bhagat Singh Nagar (SSCS- Shahid Bhagat Singh Nagar), Society for short.

(b) **Office:** The Registered office of the Society shall be at Office of the Deputy Commissioner, Shahid Bhagat Singh Nagar

**(III).** (a) **Definitions:** In this Memorandum and the Rules made there under unless the context otherwise requires:-

a. "The 'Act' means the Societies Registration Act 1860, (Punjab Amendment Act, 1957) as applied to the State of Punjab or any statutory modification thereof for the time being in force."

b. "Board of Governors" shall mean the body which is constituted as the "Board of Governors of the Society" by the Government.

c. The "Chairman" shall mean the "Chairman" of the Board of Governors.

d. IT shall mean: Information Technology.

e. Member means:

i. The ex-officio members as per the constitution of the society or

ii. Such Person(s) who may be accepted in future as Members of the Society on such terms and conditions as laid down by the Board of Governors. Such Person(s), institutions, organisations, societies, corporate bodies who may be accepted in future as the co-opted Members of the Board of Governors on such terms and conditions as laid down by the Board of Governors

f. "Member Secretary" means Member Secretary of the Board of Governors of the **Sukhmani** Society for Citizen Services. AC(G) or any other officer shall be the Member Secretary.

g. "The Society" means the **Sukhmani** Society for Citizen Services, Shahid Bhagat Singh Nagar known by the name, style and manner of SSCS- Shahid Bhagat Singh Nagar

h. "State Government" shall mean the Government of Punjab in the Department of Information Technology or in any other way it is known as.

i. "IT experts" shall mean a specialist from the field of Information Technology, computers, communication or electronics with a formal graduate degree in computers/ Information Technology/ communication/ electronics/ management or other related fields with 8 to 10 years of experience and can contribute his expertise & experience to achieve the objectives of the Society.

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

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

a.) To establish, manage, operate, maintain and control the service centres, namely, the **Sukhmani** centers throughout the District for providing citizen services in an integrated manner to the public in an efficient, transparent, convenient, friendly and cost effective manner through the use of IT or otherwise in all or any aspects of citizen services to maximize speed, accountability, objectivity, affordability, and accessibility from the perspective of the citizens.

b.) To identify and recommend the Citizen Services which can be provided in consultation and co-ordination with the concerned departments on priority by various departments/organizations.

- c.) To workout and implement the action plan for the establishment of citizen's service centres in the district on a self sustaining revenue model in collaboration with the private sector, NGOs or other innovative methods as per the requirements of the specific areas.
- d.) To ensure and maintain the Standard of Service as per the Service Level Agreements between departments, Punjab State E-Governance Society, **Sukhmani** Service Centres, franchisees, Financial Institutions and the government.
- e.) To workout and recommend the service fee or user charges that could be charged from the end customers for the approval of the competent authority and concerned departments/ organizations over and above the prescribed bill amount/ fee/ statutory fee for providing the services through **Sukhmani** Centres/ Financial Institutions or Franchisees.
- f.) To collect the revenue/ payments/ service charges on behalf of various government departments and organizations and to issue receipts.
- g.) To chalk out detailed procedures for the collection of revenue for various services provided by the **Sukhmani** centres and to transfer the revenue in to the accounts of the Punjab State E-Governance Society and to the concerned departments and organizations as per the policy guidelines of Punjab State E-Governance Society. To keep detailed account of the revenue collected and the transactions.
- h.) To buy, sell, let on hire, lease, trade, import, export, repair or otherwise deal with IT resources, services & support on turkey basis like hardware, software, connectivity, networking, training, stationery, consumables etc. including operational & managerial manpower, hiring of professionals, consultancy services by following the procedure prescribed. To ensure the other infrastructure requirements including site preparation and timely availability of the necessary resources for the various activities under the project.
- i.) To liason with the associated IT companies for the analysis, design, development, testing and the implementation of the application software, networking, connectivity and other solutions necessary for providing Citizen Services through the use of information technology.
- j.) To enter into collaborations, partnerships, agreements and contracts with Indian or foreign individuals, companies or organizations for establishment of **Sukhmani** Centers in the district.
- k.) To enter into any agreement with any Government or other authorities or any corporations/ companies, or persons which may seem conducive to the Society's objects or any of them and to obtain from any such Government authorities, corporations, companies, societies or persons any contracts, rights, privileges and concessions which the society may think desirable and to carry out, exercise and comply with any such contracts rights, privileges and concessions.

- l.) To create, maintain, update, common databases at the district level as per the guidelines of the Department of Information Technology in collaboration with the concerned the Departments and to monitor, administer and control the flow of the data and information between the **Sukhmani** centers and the concerned agencies.
- m.) To recruit and deploy the operational and managerial staff and other human resources, purely on a self sustaining and contract basis, for operation, maintenance and running of the Citizen service centres as per the requirement/norms fixed by the Society from time to time.
- n.) To take all publicity measures and campaigning through media like TV, radio, newspaper, conferences, seminars, public meetings, banners and posters etc for creating awareness about the services of the **Sukhmani** centres for the benefit of the common man, specially the rural masses.
- o.) To interact with the various agencies associated with the services to be rendered through the **Sukhmani** centers and to facilitate inter-departmental coordination in all IT related matters.
- p.) To recommend the necessary administrative reforms or processes re-engineering required to accomplish the objectives of good governance through IT or otherwise. To test and recommend modifications to be made in the system or the processes involved.
- q.) To take necessary steps to ensure the security, safety, backup, disaster recovery and protection of the Government electronic Data, both on-line and off-line, as well as physical records of various departments, agencies and organizations.
- r.) To set procedures for taking routine backups regularly, generating various Management Information System reports of the revenue, payments and operation and maintenance related information of **Sukhmani** Centres with all the stake holders like Financial Institution concerned, concerned departments, agencies and the Punjab E-Governance Society.
- s.) To establish and implement a system of regular detailed review and monitoring mechanism for constantly evaluating the progress, performance, consistency and quality of the Citizen services given by various franchises and other centres with respect to the agreed quality in the service level agreements.
- t.) To facilitate and assist in implementation of Citizen Charters framed by the other departments through the use of E-governance and IT as a tool. Also assist the concerned departments in measuring the performance of Citizen Charters with respect to the agreed quality.
- u.) To take all steps necessary to promote efficiency, reduce delays, enhance accountability, transparency and objectivity in the functioning of the concerned government departments participating in the **SUKHMANI** centres, directly or indirectly.

v.) To make all other expenditures in connection with providing Citizen services through the Citizen services centre including salaries, connectivity costs, cost of power, cost of maintenance and consumables, cost of up-gradation of equipment, other facilities to citizens etc

w.) To lend or deposit moneys belonging to or entrusted to or at the disposal of the Society or franchisees and other having dealings with the society with or without security, upon such terms as may be thought proper and to guarantee the performance of contracts by such persons or company provided that the Society shall not carry on banking business as defined in Banking Companies Regulation Act 1949. To borrow and raise money with or without security or to receive money and deposit on interest or otherwise in such manner as the Society may deem fit.

x.) To draw, issue, accept and to endorse discount and negotiate promissory notes, bills of exchange, delivery orders, warrants, warehouse, keeping, certificates and other negotiable or commercial or mercantile instruments connected with the business of the Society.

y.) To establish and maintain any agencies and franchises in the district for the conduct of the business of the Society.

z.) To improve, manage, work, develop, alter, exchange, lease, mortgage, turn to account, abandon or otherwise deal with all or any part to the property rights and concessions of the Society. To let out on hire all or any of the properties of the Society including every description of apparatus appliances of the Society.

aa.) To create any depreciation fund, reserve fund, sinking fund, insurance fund or any special or other fund whether for depreciation or for repairing, improving, extending or maintaining any of the properties of the Society and to transfer any such fund or part thereof to any of the other funds herein mentioned.

bb.) To do all such other lawful things as may be necessary, incidental or conducive to the attainment of the above objects.

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

a.) The expenditure on IT resources, operations and management of the district-level Society would be funded mainly through the share of user charges and other income of society.

b.) Initially, the capital costs for the purpose could be provided by the Government and other agencies.

c.) The income and property of the Society, howsoever derived, shall be applied towards the promotion of the objects thereof as set-forth in this Memorandum of Association.

d.) No part of income and property of the Society shall be paid or transferred, directly or indirectly, by way of profit, to the persons/ body who are, or, at any time, have been or shall be members of the Society or Board of Governors or to any of them or to any persons claiming through them or any of them.

## **VI.) Assets and Funds of Society**

(a) The capital cost and corpus fund for the smooth functioning of the society may be contributed by Government of Punjab, Government of India, contributions from Public sector undertakings, Co-operative institutions, other Public sector organizations and Financial Institutions.

(b) The recurring expenditure of the society would be met out of the share of service charges collected through the **Sukhmani** centres from the citizens services and other income from other resources and business of the society.

(c) The Society may accept contributions from statutory bodies created under the Acts of Parliament or of the State Legislature, the national and International organizations, NRIs, industry. The contribution may also be accepted from Private bodies and individuals subject to the approval of its Board of Governors.

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

**(i). Assets register and accounts:** The Society shall maintain Assets Register (AR) and accounts as per the common corporate practices relating to IT industry.

**(ii). Operation of Bank Account:** The bank accounts of the Society shall be kept in the name of the Society and shall be operated upon by the Member Secretary of the Society or any other person authorized by the Executive Committee.

(e) Objects for which the Fund of the Society could be used:

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

(ii). All decisions for utilization of funds would be recorded in Executive Office Order Register (EOOR).

(iii). Some of the indicative objects for which the funds could be used are as follows:

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

- b. For creation, operation, management and maintenance of IT and other resources for e-governance applications and IT enabled citizens services at the District level and below
  - c. To develop Decision Support System, MIS, Intranet and other applicable enabling technologies in district level offices;
  - d. For IT innovations in administration, re-engineering and for IT supported resource optimization at the District level;
  - e. To impart special training, awareness and capacity building in the field of IT for various district level staff and general public;
  - f. For any other improvements in the Citizen Services.
- iv. Administrative expenses incurred by the Society or Committee such as salary allowances, traveling allowances and daily allowances of the staff can be legitimate charges on the funds of the Society in accordance with the provision of the rules of the Society as approved by the Government in the Department of Information Technology.

#### **VII.) Accounts and Audit**

- a. The Member Secretary shall keep or cause to be kept proper accounts of the receipts and payments, income and expenditure and of the property, assets and liabilities of the Society. The Annual Accounts shall be made up by the end of the financial year;
- b. The Accounts of the Society shall be audited and certified by the Auditor General, Punjab in respect of funds provided by the Government of Punjab and by a Chartered Accountant appointed by the Board of Governor or any other competent authority;

#### **VIII.) Alterations of the Rules and Regulations**

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

#### **IX.) Withdrawal of Funds.**

1. Withdrawal of funds from the accounts of the society shall be regulated in a manner to be determined by the Board of Governors or under its authority by the Executive Committee.
2. Such withdrawals shall be made by cheques on requisition (as the case may be) signed by Member-Secretary or an officer(s) authorized in this behalf by the Board of Governors or under its authority by the Executive Committee.

**X.) Annual report.**

A report on the working of the IT Initiative Fund for every year shall be prepared in the Month of June by the Member Secretary after the approval of the Board of Governors.

**XI.) Suit by and Against the Society:**

The Society may sue or be sued in the name of the Society and the Member Secretary shall have all powers to defend any suits and sue in the name of the Society either by himself or acting through agents/ officials duly appointed by the Member Secretary.

**XII.) Powers of the State Government to Give Directions to the Society:**

The State Government in the Department of Information Technology may give the **Sukhmani** Society such directions as in its opinion, are necessary or expedient for carrying out the purposes of the funds or the Society. It shall be the duty of the Society to comply with such directions.

**XIII.) Repeal and Savings.**

I. Subject to the prior approval of the Board of Governors, the Society may alter, extend or abridge any purposes for which it is established by following the procedure prescribed under these rules.

II. These Rules may be altered by the Society with the consent of the Board of Governors at any time by a resolution passed by a majority of 2/3rd of the total members present at any meeting of the Society which shall have been convened for the purpose after giving due notice of such resolution to the Members of the Society.

**XIV.) Societies Registration Act to Apply:**

All clauses of Societies Registration Act, 1860 (Punjab Amendment Act, 1957) as applied to the State of Punjab shall apply to this Society save as are appropriately and expressly amended and altered or amended by these presents and such amendments are not inconsistent with the aforesaid Act.

## 2. The Powers and duties of its Officers and employees.

### I.) Present Board of Governors:

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

Sr. No.	Name & Designation	Address/ designation	Signature	Ex-officio Members
1.	Mrs. Shruti Singh, IAS, Deputy Commissioner Shahid Bhagat Singh Nagar	DC, Shahid Bhagat Singh Nagar Ph# 221321		Chairman
2.	A.D.C. (Gen), Shahid Bhagat Singh Nagar	A.D.C. (Gen), Shahid Bhagat Singh Nagar Ph# 222272		Vice- Chairman
3.	Mr. Sukhwinder Singh Dhillon, PRS, A.C. (Gen), Shahid Bhagat Singh Nagar	A.C. (Gen), Shahid Bhagat Singh Nagar Ph# 01823-505824		Member Secretary
4.	Mr. Sukhwinder Singh Dhillon, PRS, A.C. ( Gr)	A.C. (Gr.), Shahid Bhagat Singh Nagar Ph# 01823-505824		Member
5.	Mr. Bir Pal Singh, PCS S.D.M, Nawanshahr	S.D.M, Nawanshahr Ph# 01823-505849		Member
6.	Mr. Pradeep Kumar Agrawal, IAS S.D.M, Balachaur	S.D.M, Balachaur Ph# 01885-220032		Member
7.	Mr. Balraj Kumar Dhingra, DIO, NIC, Shahid Bhagat Singh Nagar	DIO,NIC Ph# 227850		Member
8.	DDPO, Shahid Bhagat Singh Nagar	DDPO Shahid Bhagat Singh Nagar Ph# 226192		Member
9.	Mr. D.S.Lakha XEN, PSEB, Nawanshahr	XEN, PSEB Ph# 220490		Member
10.	Mr. Davinder Kumar Hans, XEN, P/R. , Nawanshahr	XEN, P/R., Nawanshahr Ph# 25109		Member
11.	XEN, PWD, Nawanshahr	XEN,PWD,Nsr. Ph# 227505		Member
12.	XEN, Mandi Board, Nawanshahr	XEN, Mandi Board, Nawanshahr Ph# 220875		Member
13.	G.M., DIC, Shahid Bhagat Singh Nagar	G.M., DIC Ph# 225104		Member
14.	D.G.M., BSNL, Shahid Bhagat Singh Nagar	D.G.M., BSNL, Shahid Bhagat Singh Nagar Ph# 227200		Member
15	Dr. C.M. Behl, Retd. Director, Department of	H.No. 748, Sector-8, Chandigarh.		Nominated Member

	Computer Science & Application	Ph# 98141-92278		
16.	Mr. Yogesh Kumar, Chartered Accountant	Nawanshahr		Nominated Member
17.	Mr. Jaspal S. Gidda, Secretary Upkar Society	B-5/675, Guru Angad Nagar, Chandigarh Road, Shahid Bhagat Singh Nagar Ph# 93570-22015		Nominated Member
18.	Mrs. C. Tassarwar Retd. Principal BLM Girls College, Shahid Bhagat Singh Nagar	Kothi No. 429, Phase- 1, Mohali. Ph# 98720-93744		Nominated Member
19.	Dr K.S. Purewal Retd. Civil Surgeon, Nsr	Kulam Road, Shahid Bhagat Singh Nagar Ph# 98156-24692		Nominated Member
20.	Dr. D.S. Bedi Principal Shivalik School	Shivalik School, Shahid Bhagat Singh Nagar Ph# 222320		Nominated Member
21.	Dr. V.S. Virk Retd. Director Health			Nominated Member

## **II.) AUTHORITIES OF THE SOCIETY:**

**The Authorities of the Society shall consist of the following:**

- a. The Board of Governors
- b. The Chairman of the Board of Governor
- c. The Member Secretary of the Society
- d. Apart from the Member Secretary, the officers as may be appointed from time to time shall be officers of the Society.

## **III.) The Board of Governors:**

- a. The Society shall have its Board of Governors as the Supreme Authority and source of all powers, functions and activities.
- b. The general superintendence, direction and control of the affairs of the Society and of its income and property shall be vested in the Board of Governors of the Society hereinafter referred to as "The Board" or "The Board of Governors".

## **IV.) Constitution of the Board of Governors**

<b>Sr. No.</b>	<b>Name &amp; Designation</b>	<b>Address/ designation</b>	<b>Ex-officio Members</b>
1.	Deputy Commissioner Shahid Bhagat Singh Nagar	DC, Shahid Bhagat Singh Nagar	Chairman

2.	A.D.C. (Gen), Shahid Bhagat Singh Nagar	A.D.C. (Gen), Shahid Bhagat Singh Nagar	Vice- Chairman
3.	A.C. (Gen), Shahid Bhagat Singh Nagar	A.C. (Gen), Shahid Bhagat Singh Nagar	Member Secretary
4.	A.C. ( Gr) Shahid Bhagat Singh Nagar	A.C. (Gr.), Shahid Bhagat Singh Nagar	Member
5.	S.D.M, Nawanshahr	S.D.M, Nawanshahr	Member
6.	S.D.M, Balachaur	S.D.M, Balachaur	Member
7.	DIO, NIC, Shahid Bhagat Singh Nagar	DIO,NIC	Member
8.	DDPO, Shahid Bhagat Singh Nagar	DDPO Shahid Bhagat Singh Nagar	Member
9.	XEN, PSEB, Nawanshahr	XEN, PSEB	Member
10.	XEN, P/R. , Nawanshahr	XEN, P/R , Nawanshahr	Member
11.	XEN, PWD, Nawanshahr	XEN,PWD,Nsr.	Member
12.	XEN, Mandi Board, Nawanshahr	XEN, Mandi Board, Nawanshahr	Member
13.	G.M., DIC, Shahid Bhagat Singh Nagar	G.M., DIC	Member
14.	D.G.M., BSNL, Shahid Bhagat Singh Nagar	D.G.M., BSNL, Shahid Bhagat Singh Nagar	Member
15.	One IT Expert to be nominated by Chairman.		Nominated Member
16.	One Member Accounts		Nominated Member
17.	Four eminent citizens to be nominated by Chairman		Nominated Members

## V.) MEMBERS OF THE SOCIETY:

a. The Society shall consist of the following:

i. **All the ex-officio members** as per the provision at Sr. no. 1 to 14 of para 5 in the constitution of the Board of Governors.

ii. The **members nominated** by the Chairman as per the provisions at Sr. no. 15 to 17 of para 5 in the constitution of the Board of Governors.

b. If a nominated member of the Society changes his address, he shall inform his new address to the Member Secretary.

### c. Termination of Membership:

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

ii. Whenever a member other than the ex-officio member, desires to resign from the membership of the Society, he shall address his resignation to the Member

Secretary of the Society and submit the same to him. The membership of such person shall stand terminated from the date of his resignation.

iii. A member of the Society shall cease to be a member, if Board of Governors so desire.

#### **VI.) Meeting of Board of Governors**

a. The Board shall ordinarily meet 4 times in a year but the gap between one meeting and the other shall not be more than 120 day.

b. Every meeting of the Board of Governors shall be presided over by the Chairman of the Board of Governors and in his absence, the Vice-Chairman, shall preside over the meeting.

c. The Chairman may, whenever he thinks fit, and shall, on the written requisition of not less than four members, call a special meeting of the Board of Governors.

#### **VII.) Notice for the meetings of the Society:**

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

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

iii. The Board of Governors can further constitute committees and sub-committees and delegate the necessary powers and authorizations to such committees for the specific purposes.

iv. **Quorum:** Seven Members, out of whom at least three must be official members, shall constitute the Quorum.

#### **VIII.) Conduct of Business of the Board of Governors**

a) The **Board of Governors** may function notwithstanding any vacancy in its constitution provided however, that at no time the number of vacancies shall be such that the total number of members is less than the quorum required for a meeting of the Board of Governors.

b) **Acts and Proceedings not to be invalidated by vacancies etc:** No act or proceeding of the Board of Governors or any authority of the Society or any committee constituted under this, shall be questioned on the ground merely of the existence of any vacancy or defect in the election, nomination or appointment of a person acting as a member thereof or any irregularity in its procedure not affecting the merits of the case.

c) Subject to the provisions herein contained, the **Board of Governors** may, with the previous approval of the Punjab Government, frame and vary from time to time, as it thinks fit, bye-laws for the conduct of its business.

d) In case of difference of opinion amongst the members, the opinion of the majority shall prevail.

e) Each member of the Board, including the Chairman, shall have one vote & if there is an equal number of votes on any question to be determined by the Board, the Chairman shall, in addition, have and exercise a casting vote.

f) Any resolution, except such as may be placed before the meeting of the Board, may be adopted by circulation among all its members, and any resolution so circulated and adopted by a majority of the Members who have given their approval, such Resolution shall be as effectual and binding as if such Resolution has been passed at a meeting of the Board, provided that in every such case, at least 7 members of the Board shall have recorded their approval to the Resolution.

#### **IX.) Powers, functions, duties and responsibilities:**

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

##### **(a) Powers of the Board of Governors**

(i). Take decision on matters of policy relating to the administration, working and control of the Society.

(ii). Consider and approve programmes and plans of the Society in conformity with the scope of the objectives of the Society and under the overall guidance of Punjab State E- Governance Society and to sanction expenditure for the execution of the plan.

(iii). Workout and recommend to the Punjab State E-Governance Society the eligibility conditions, duration, selection process etc for various types of service providers, stake holders, financial collaborators, public-private partners, implementers, and franchises of **Sukhmani** and other citizen services.

(iv). Workout and recommend to the Punjab State E-Governance Society Rules, Regulations and Bye-laws for the conduct of the affairs of the **Sukhmani** Society and to recommend to the Punjab State E-Governance Society to add, amend, or repeal the rules and regulation from time to time.

(v). Consider, approve and authorize operation of the funds of the Society. Collect payments and user charges on behalf of Punjab State E-Governance Society and other departments and agencies and transfer or utilize the same in the manner prescribed in the agreements.

(vi). Workout and recommend to the Punjab State E-Governance Society the norms, guidelines and terms and conditions and service level agreements with stakeholders and franchises to establish **Sukhmani** Centres and other IT and e-Governance services and to add to or amend them from time to time.

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

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

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

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

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

(xii). Institute and award, prizes and medals for innovative e-Governance and citizen services applications;

(xiii). Solicit and receive grants, gifts, donations or other contributions from the Central Government, State Government, user charges, cess, contributions, fee and funds in any other forms, provided it is approved by the Executive Committee;

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

#### **X.) Functions, duties and responsibilities of the Board of Governors:**

(i). To prepare and execute the detailed plans and programmes for establishment of the public facilitation citizen service centers including working of the Society and to carry on its administration and management after such establishment.

(ii). To provide all types of IT resources & services like hardware, system software, power & printer peripherals, networking components etc for the establishment of **Sukhmani** centers with the participation of private sector on BOOT basis.

(iii). To prepare the budget estimates of the Society for each year and to sanction expenditure within the limits of budget as approved by the Board of Governors.

(iv). To have custody and ensure proper utilization of the funds of the Society and to manage all the resources of the Society.

(v). To provide the required operating, administrative, technical, ministerial and other manpower under the Society on job work, contract or outsourcing basis from project to project basis for ensuring the efficient operation and management of the projects and the affairs of the society and to prescribe the conditions for hiring and firing of such manpower by the other departments and organizations as and when required.

(vi). To co-ordinate with the Punjab State E-Governance Society and district level departments/ organizations in the pursuit of its objectives of the society.

(vii). To consider and pass such Resolutions on the annual report, the annual accounts and the financial estimates of the society as it thinks fit.

## **XI.) Alterations of the Rules and Regulations**

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

## **XII.) Executive Committee of the society:**

The routine decision making of the Society and its funds shall be managed by the following executive committee:

<b>Sr. No.</b>	<b>Name &amp; Designation</b>	<b>Address</b>	<b>Ex-officio Members</b>
1.	Deputy Commissioner Shahid Bhagat Singh Nagar	DC, Shahid Bhagat Singh Nagar	Chairman
2.	A.D.C. (Gen), Shahid Bhagat Singh Nagar	A.D.C. (Gen), Shahid Bhagat Singh Nagar	Vice-Chairman
3.	A.C. (Gen), Shahid Bhagat Singh Nagar	A.C. (Gen), Shahid Bhagat Singh Nagar	Member Secretary
4.	S.D.M., Nawanshahr	S.D.M., Nawanshahr	Member
5.	Two eminent citizens to be nominated by Chairman		Nominated Member

a. The Empowered committee will be empowered to take all administrative decisions where no creation of posts is involved.

- b. The Executive Committee will issue Financial Sanctions (FS) for all IT and e-Governance projects of value less than Rs. 10 lacs. Any project of more than Rs. 10 lacs would require the approval of the Board of Governors.
- c. The Executive Committee will be competent to handle all IT resource acquisition and disposal cases of value less than Rs. 10 lacs per tender. Any acquisition of more than Rs. 10 lacs per tender would require the approval of the Board of Governors.
- d. In case of urgency, the Executive Committee will take decisions and get the same ratified from the Board of Governors in its next meeting.
- e. The Executive Committee may also further delegate any of its power to Member Secretary of the Society.
- f. The Executive Committee shall exercise such other powers as delegated to it by the Board of Governors.

### **XIII.) Contracts:**

All contracts and other assurance shall be executed in the name of the Board of Governors and signed on their behalf by the Member Secretary of the Society or any other person duly authorized by the Board of Governors.

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

- a. The Member-Secretary shall be the custodian of the record, the funds of the Society & such other property of the society as the Board may commit to his charge. The Member-Secretary shall have the accounts maintained and also arrange for the annual audit in accordance with the provisions in the Rules and Bye-laws of the Society.
- b. The Member-Secretary shall have such other powers & perform other duties as may be delegated or assigned to him by the Board. The Member-Secretary may delegate any of his powers to any of his subordinate with the approval of the Executive Committee.
- c. The Member-Secretary of Board of Governor shall act as the Member-Secretary of the Society and will get the proceedings recorded of the meetings of the Society and of the Board of Governors and maintain a proper record of these meetings in accordance with the provisions of the Bye-laws of the Society.
- d. The Member-Secretary shall manage the projects, properties or the money under the fund, manage accounts, execute all contracts on behalf of the society and receive funds for the society through donations, grants-in-aid, contributions and raising money whenever required.
- e. The Member-Secretary shall prepare the budget relating to the administrative expenses of the Society and Committee such as

expenditure on TA/ DA of the members, which shall be a legitimate charge on the fund.

f. The Member-Secretary will have the authority to issue Financial Sanction (FS) and Technical Sanction for all IT and e-Governance projects of value less than Rs. 5000/-. Any project of more than Rs. 5000/- would require the approval of the Executive Committee or the Board of Governors, as the case may be.

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

h. The Member Secretary shall be responsible for the proper day to day administration of the Society. All other staff of the society shall be subordinate to the Member-Secretary. The Member-Secretary shall carry out the general correspondence in connection with the work assigned to him/ her by the Chairman of Board of Governors and the Executive Committee from time to time.

i. The Member-Secretary of Board of Governor shall hire & fire the manpower for the society and other staff in accordance with Rules, regulations and bye-laws of the Society. The Member-Secretary of Board of Governor shall represent the society in all its legal matters jointly or through any authorised representative.

j. The Member-Secretary shall be responsible for the execution of all IT and e-Governance projects as approved by the Board of Governors and the Executive Committee.

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

**3. The procedure followed in the decision making process. including channels of supervision and accountability :**

The information has been mentioned in point no. 1,2 & 4.

**4. The norms set by it for the discharge of its functions.**

The various norms as set by the Department of Information Technology and Punjab State E Governance Society from time to time are followed.

**5. The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions.**

The information has been mentioned in point no. 1,2,3 & 4.

**6. A statement of the categories of documents that are held by it or under its control.**

The various categories of documents pertain to the various services being provided by the SUWIDHA centre and the Guidelines & Directions as issued by the Department of Information Technology and Punjab State E Governance Society. The various services being provided by SUWIDHA centre Shahid Bhagat Singh Nagar are as follows:-

**Service Provided at District Level**

<b>Sr. No.</b>	<b>Service Name</b>
1.	Arm Licenses related Services
2.	Services to Pensioners
3.	Counter Signing of Documents
4.	Issuances of Bus Passes
5	Character Verification
6	Issuances of Dependent Certificate
7	Issuance of Unmarried Certificate
8	Issuance of Licenses
9	Endorsement of SPA/GPA
10	Issuance of Nationality Certificate
11	Issuance of Copy of a Document/Inspection of Record & Misc. Services
12	Issuance of Marriage Certificate
13	Issuance of ID-Card
14	Appointment of Namabardar
15	Driving License related Services.
16	Registration of Vehicle related services
17	Issuance of Birth Certificate.
18	Issuance of Death Certificate.
19	Issuance of Affidavits
20	Issuance of Permissions.
21	Issuance of Indemnity Bonds.
22	Issuance of Surety Bonds.
23	Submission of Passport Applications.
24	Issuances of No Objection Certificates.
25	Ration Card related
26	Non-Encumberence Certificate
27	Copy of Old Registry
28	Agriculture Related
29	Small Saving
30	RTI Applications
31	Document attestation
32	Late Entry (Birth & Death)
33	Electricity Bills
34	Fitness Certificate

35	Form selling
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**Service Provided at Sub Division Level**

<b>Sr. No.</b>	<b>Service Name</b>
1	Endorsement of SPA/GPA
2	Issuance of Copy of a Document/Inspection of Record & Misc. Services
3	Issuance of Marriage Certificate
4	Driving License related Services.
5	Registration of Vehicle related services
6	Issuance of Birth Certificate
7	Issuance of Death Certificate.
8	Issuance of Affidavits
9	Issuance of Permissions.
10	Issuance of Indemnity Bonds
11	Issuance of Surety Bonds.
12	Issuances of No Objection Certificates.
13	Ration Card related
14	Non-Encumbrance Certificate
15	Copy of Old Registry
16	Document attestation
17	Electricity Bills
18	Form Selling

- 7. The particulars of any arrangement that exists for consultation with, or Representation by, the members of the public in relation to the Formulation of its policy or implementation thereof.**

Not Applicable

- 8. A statement of boards, councils, committees and other bodies consisting of two or more persons constituted as its part those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public.**

Not Applicable

- 9. A directory of its officers and employees.**

Officers and Employees directory of Suwidha Centre, Shahid Bhagat Singh Nagar are as follows:

<b>S.No</b>	<b>Name</b>	<b>Designation</b>
1	Mrs. Shruti Singh, IAS	Chairman (PIO)
2	Sh. Sukhwinder Singh Dhillon	APIO & Member Secretary
3	Sunny Gupta	System Administrator
4	Amrit Pal Singh	Hardware Engg.

5	Prem Kumar	Accountant
6	Asha Rani	Office Executive
7	Swadesh Kumar	Data Entry Operator
8	Sukhvinder Kaur	Data Entry Operator
9	Kamlesh Kumari	Data Entry Operator
10	Asha Rani	Data Entry Operator
11	Chhivani	Data Entry Operator
12	Jaspreet Singh	Data Entry Operator
13	Jasvir Kaur Saini	Data Entry Operator
14	Hardeep Kaur	Data Entry Operator
15	Manjit Singh	Data Entry Operator
16	Sandeep Kaur	Data Entry Operator
17	Anuradha	Data Entry Operator
18	Seema Rani	Data Entry Operator
19	Jasvir Kaur	Data Entry Operator
20	Kamaljit Kaur	Data Entry Operator (Under Trainee)
21	Bhupinder Pal Singh	Data Entry Operator
22	Kiran	Data Entry Operator
23	Surinder Kaur	Data Entry Operator
24	Rajni	Data Entry Operator
25	Daljit Kaur	Data Entry Operator
26	Reena Rani	Data Entry Operator
27	Rashpal Kaur	Data Entry Operator
28	Manjit Kaur	Data Entry Operator
29	Ruby Suri	Data Entry Operator
30	Surinder Kaur	Data Entry Operator
31	Bindu Rana	Data Entry Operator
32	Dinesh Kumar	Data Entry Operator (Kathgarh)
33	Harminder Singh	Data Entry Operator (Mukandpur)
34	Balbir Kaur	Data Entry Operator (Rahon)
35	Balwinder Singh	Data Entry Operator (Saroya)
36	Bharat Bhushan	Data Entry Operator (Sahiba)
37	Charanjeet Kaur	Data Entry Operator
38	Kamaljit Kaur	Data Entry Operator (Aur)
39	Kamaljit Kaur	Data Entry Operator
40	Manjit Kaur Mann	Data Entry Operator
41	Manpreet Kaur	Data Entry Operator
42	Parveen	Data Entry Operator (Banga)
43	Rajwinder Kaur	Data Entry Operator
44	Rupinder Kaur	Data Entry Operator (Banga)
45	Sarbjit Kaur	Data Entry Operator
46	Iqbal Kaur	Data Entry Operator (Under Trainee)
47	Ranjit Singh	Data Entry Operator
48	Vijay Kumar	Data Entry Operator
49	Parmjit Kaur	Wending machine Operator
50	Amarjit Singh	Driver

51	Jaswinder Singh	Security Guard
52	Harbhajan Singh	Security Guard
53	Kiran Pal Singh	Security Guard
54	Lakhwinder Singh	Peon
55	Joginder Pal	Peon
56	Rakesh Kumar	Sweeper
57	Sunil Kumar	Sweeper
58	Raj Kumar	Sweeper
59	Jaswinder Pal	Sweeper
60	Seema	Sweeper
61	Ranjit Singh	Sweeper (Banga)
62	Siya Ram	Mali (Part Time)
63	Seema Rani	Sweeper, Kathgarh (Part Time)
64	Inderjit Singh	Data Entry Operator

### **SUB-DIVISION BALACHAUR**

<b>S.No</b>	<b>Name</b>	<b>Designation</b>
1	Sh. Pradeep Kumar Agrawal, IAS	SDM
2	Sonia Devi	Data Entry Operator
3	Dilpreet Singh	Data Entry Operator
4	Kamaljeet Kaur	Data Entry Operator
5	Manjit Kumar	Data Entry Operator
6	Yogesh Kumar	Data Entry Operator
7	Ghanshyam	Data Entry Operator
8	Gurdeep Singh	Data Entry Operator
9	Parveen Kumari	Data Entry Operator
10	Mandeep Kumar	Sweeper (Part Time)
11	Tarsem Lal	Urdu Translator (Part Time)

- 10. The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations.**

<b>S.No</b>	<b>Name</b>	<b>Designation</b>	<b>Pay</b>
1	Sunny Gupta	System Administrator	16000
2	Amrit Pal Singh	Hardware Engg.	10000
3	Prem Kumar	Accountant	8000
4	Asha Rani	Office Executive	6000
5	Swadesh Kumar	Data Entry Operator	3400
6	Sukhvinder Kaur	Data Entry Operator	3400
7	Kamlesh Kumari	Data Entry Operator	5000
8	Asha Rani	Data Entry Operator	3400
9	Chhivani	Data Entry Operator	3400
10	Jaspreet Singh	Data Entry Operator	3400
11	Jasvir Kaur Saini	Data Entry Operator	3400
12	Hardeep Kaur	Data Entry Operator	3400

13	Manjit Singh	Data Entry Operator	3400
14	Sandeep Kaur	Data Entry Operator	3400
15	Anuradha	Data Entry Operator	3400
16	Seema Rani	Data Entry Operator	3302
17	Jasvir Kaur	Data Entry Operator	3400
18	Kamaljit Kaur	Data Entry Operator	3302
19	Inderjit Singh	Data Entry Operator	3400
20	Bhupinder Pal Singh	Data Entry Operator	3400
21	Kiran	Data Entry Operator	3400
22	Surinder Kaur	Data Entry Operator	3400
23	Rajni	Data Entry Operator	3400
24	Daljit Kaur	Data Entry Operator	3400
25	Reena Rani	Data Entry Operator	3400
26	Rashpal Kaur	Data Entry Operator	3400
27	Manjit Kaur	Data Entry Operator	3400
28	Ruby Suri	Data Entry Operator	3400
29	Surinder Kaur	Data Entry Operator	5000
30	Bindu Rana	Data Entry Operator	3400
31	Dinesh Kumar	Data Entry Operator (Kathgarh)	3400
32	Harminder Singh	Data Entry Operator (Mukandpur)	3400
33	Balbir Kaur	Data Entry Operator (Rahon)	3400
34	Balwinder Singh	Data Entry Operator (Saroya)	3400
35	Bharat Bhushan	Data Entry Operator (Sahiba)	3400
36	Charanjeet Kaur	Data Entry Operator	3400
37	Kamaljit Kaur	Data Entry Operator (Aur)	3400
38	Kamaljit Kaur	Data Entry Operator	3400
39	Manjit Kaur Mann	Data Entry Operator	3400
40	Manpreet Kaur	Data Entry Operator	3400
41	Parveen	Data Entry Operator (Banga)	3400
42	Rajwinder Kaur	Data Entry Operator	3400
43	Rupinder Kaur	Data Entry Operator (Banga)	3400
44	Sarbjit Kaur	Data Entry Operator	3400
45	Iqbal Kaur	Data Entry Operator (Under Trainee)	3302
46	Ranjit Singh	Data Entry Operator	5000
47	Vijay Kumar	Data Entry Operator (Under Trainee)	3302
48	Parmjit Kaur	Wending machine Operator	3302
49	Amarjit Singh	Driver	4375
50	Jaswinder Singh	Security Guard	3302
51	Harbhajan Singh	Security Guard	3302
52	Kiran Pal Singh	Security Guard	3302
53	Lakhwinder Singh	Peon	3302
54	Joginder Pal	Peon	3302
55	Rakesh Kumar	Sweeper	3302

56	Sunil Kumar	Sweeper	3302
57	Raj Kumar	Sweeper	3302
58	Jaswinder Pal	Sweeper	3302
59	Seema	Sweeper	3302
60	Ranjit Singh	Sweeper (Banga)	3302
61	Siya Ram	Mali (Part Time)	1200
62	Seema Rani	Sweeper, Kathgarh (Part Time)	500

#### **SUB-DIVISION BALACHAUR**

<b>S.No</b>	<b>Name</b>	<b>Designation</b>	<b>Pay</b>
1	Sonia Devi	Data Entry Operator	3400
2	Dilpreet Singh	Data Entry Operator	3400
3	Kamaljeet Kaur	Data Entry Operator	3400
4	Manjit Kumar	Data Entry Operator	3400
5	Yogesh Kumar	Data Entry Operator	5000
6	Ghanshyam	Data Entry Operator	5000
7	Gurdeep Singh	Data Entry Operator	5000
8	Parveen	Data Entry Operator	3400
9	Mandeep Kumar	Sweeper (Part Time)	2000
10	Tarsem Lal	Urdu Translator (Part Time)	750

- 11. The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursement made.**

Not Applicable.

- 12. The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes.**

Not Applicable.

- 13. Particulars of recipients of concessions permit of authorizations granted by it.**

Not Applicable

- 14. Details in respect of the information available to or held by it, reduced in an electronic form.**

Site link of Shahid Bhagat Singh Nagar SUWIDHA Centre is available on [www.nawanshahr.nic.in](http://www.nawanshahr.nic.in).

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

Facilities available to citizens are as follows :-

1. News papers are being provided in the Suwidha Centre for public.
2. An enquiry counter, where by a helping assistant assist the public in getting there work done.
3. An e-kiosk machine is there for public to obtain information abt SUWIDHA Centre and status of their application.
4. SMS facilities have been provided to the citizens who come to the suwidha centre for different services.
5. Televisions have been provided to public during working hours to display General Awareness movies.
6. Tea counter is also provided for public refreshment.
7. Latest guidelines, directions and order as issued by DOIT, Punjab State e-governance society are available with the technical administrator which is available on demand by the customers.
8. Site link of Shahid Bhagat Singh Nagar SUWIDHA center is provided on [www.nawanshahr.nic.in](http://www.nawanshahr.nic.in).

**16. The names, designations and other particulars of the Public Information Officers.**

The name and designation of the public information officer and assistant public information officers are as follows:-

S.No	Name	Designation	Address
1	Mrs. Shruti Singh, IAS, Deputy Commissioner, Shahid Bhagat Singh Nagar	Public Information Officer	D.C Office, Shahid Bhagat Singh Nagar
2	Sh. Sukhwinder Singh Dhillon, PRS, District Revenue Officer, Shahid Bhagat Singh Nagar	Asst. Public Information Officer	D.C Office, Shahid Bhagat Singh Nagar

**17. Such other information as may be prescribed and thereafter update these publications every year.**

As per Punjab Govt. E-Governance Society.