

Manual under section 4 (1) (b) for Right to Information Act 2005.

(i) The particulars of its organization, functions and duties.

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

And

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

MEMORANDUM OF ASSOCIATION

1. Preamble

The primary objective of the Sukhmani Society for Citizen Services,(Gurdaspur) (SSCS-Gurdaspur) is to establish, manage, operate, maintain and control the service centers, 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 the District of a self-sustaining revenue model. Sukhmani Centers are the one stop shop for all Government services in an integrated manner.

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

2. (a) Name: The name of the Society shall be Sukhmani Society for Citizen Services, Gurdaspur (SSCS-Gurdaspur), Society for short.
- (b) Office: The Registered office of the Society shall be at Office of the Deputy Commissioner, (Gurdaspur).
3. (a) Definitions: In this Memorandum and the rules made there under unless the context 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.
 - iii. Such Person(s), institutions, organizations, societies, corporate bodies who may be accepted in future as the co-opted Members of the Board of Governors on such terms and conditions as laid down by the Board of Governors.
 - f. "Member Secretary" Means Member Secretary of the Board of Governors of the Sukhmani Society for Citizen Services. Additional Deputy Commission (General) or Additional Deputy Commission (Development) as per the recommendations of Deputy Commissioner shall be the Member Secretary.
 - g. "Chief Executive Officer" means Chief Executive Officer of the Sukhmani Society for Citizen Services.
 - h. "The Society" means the Sukhmani Society for Citizen Services, Gurdaspur known by the name, style and manner of (SSCS-Gurdaspur).
 - i. "State Government" shall mean the Government of Punjab in the Department of information Technology or in any other way it is know as.
 - j. "IT experts" shall mean a specialist from the field of Information Technology, computers, communication of electronics with a format graduate degree in

computers/information Technology/communication/ electronics/ management of other related fields with 8 to 10 years of experience and can contribute his expertise & experience to achieve the objectives of the Society.

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

4. Objectives and functions of the Society:

a. To establish, Manage, operate, maintain and control the service centers, 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 coordination with the concerned departments on priority by various departments/organization.

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 the 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 of Franchisees.

f. To collect the revenue / payments/ service charge on behalf of Punjab State E-Governance Society, various government departments and Organizations.

g. To chalk out detailed procedures for the collection of revenue for various services provided by the Sukhmani centre and to transfer the revenue in 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 transaction.

h. Regular reconciliation of bank accounts between all stakeholders including the concerned departments, the financial institutions, the Sukhmani Centre and the Punjab e-governance Society.

i. To buy, sell, let on hire, lease, trade, import, export, repair or otherwise deal with IT resources, services & support on turnkey basis like hardware, software, connectivity, networking, training, stationery, consumables etc. Including operational & managerial manpower, hiring of professionals, and Consultancy service by following the procedure prescribed. To ensure the other infrastructure requirements including site preparation and timely availability of the necessary resources for the various activities under the project.

j. To liaison with the associated IT companies for the analysis, design, development, testing and the implementation of the application software, networking, connectivity and other solutions necessary for providing Citizen Services through the use of information technology.

k. To enter into collaborations, partnerships, agreements and contract with Indian or foreign individuals, companies or organizations for establishment of Sukhmani Centers in the district.

l. To enter into any agreement with any Government or other authorities or any corporations/ companies, or persons which may seem conducive to the Society's objects or any of them and to obtain from any such Government authorities, corporations, companies, societies or persons any contracts, rights, privileges and concessions which the society may

think desirable and to carry out, exercise and comply with any such contracts rights, privileges and concessions.

m. To create, maintain, update, common databases at the district level as per the guidelines of the Department of Information technology in collaboration with the concerned the Departments and to monitor, administer and control the flow of the data and information between the Sukhmani centers and the concerned agencies.

n. To recruit and deploy the operational and managerial staff and other human resources, purely on a self sustaining and contract basis, for operation, maintenance and running of the Citizen service centers and per the requirement/norms fixed by the Society from time to time.

o. To take all publicity measures and campaigning through media like TV, radio, newspaper, conferences, seminars, public meeting , banners and posters etc creating awareness about the services of the Sukhmani centers for the benefit of the common man, specially the rural masses.

p. To interact with the various agencies associated with the services to be rendered through the Sukhmani centers and to facilitate interdepartmental coordination in all IT related matters.

q. To recommend the necessary administrative reforms or processes reengineering required to accomplish the objectives of good governance through IT or otherwise. To test and recommend modifications to be made in the system or the processes involved.

r. To take necessary steps to ensure the security, safety, backup, disaster recovery and protection of the Government electronic Data, both online and offline, as well as physical records of various departments, agencies and organizations.

s. To set procedures for taking routine backups regularly, generating various Management information System reports of the revenue, payments and operation and maintenance related information of Sukhmani centers with all the stake holders like Financial Institution concerned, concerned departments, agencies and the Punjab E-Governance Society.

t. To establish and implement a system of regular detailed review and monitoring mechanism for constantly evaluating the progress, performance, consistency and quality of the Citizen services given by various franchises and other centers with respect to the agreed quality in the service level agreements.

u. To facilitate and assist in implementation of Citizen Charters framed by the other departments through the use of E-governance and IT as a tool. Also assist the concerned departments in measuring the performance of Citizen Charters with respect to the agreed quality.

v. To take all steps necessary to promote efficiency, reduce delays, enhance accountability, transparency and objectivity in the functioning of the concerned government departments participating in the SUKHMANI centers, directly or indirectly.

w. To make all other expenditures in connection the providing Citizen services through the Citizen services center including salaries, connectivity costs, cost of power cost of maintenance and consumables, cost of up gradation of equipment there facilities to citizens etc.

x. To lend or deposit moneys belonging to or entrusted to or at the Society or franchisees and there having dealings with the society with or without security, upon such terms as may be thought proper and to guarantee the performance of contract 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.

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

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

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

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

5. Funding of Society, its 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 nay

persons claiming through them or any of them.

6. 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 centers 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 contributions 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. **The treasurer of Fund:** The Executive Committee of the Board of Governors or any other person authorized by the Executive Committee shall be the treasurer of the funds.
 - iii. **Operation of Bank Accounts:** 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 or Member Secretary.
- (e). Objects for which the Fund of the Society could be used:
 - i. The objects of the fund shall be as approved by the Punjab State e-Governance Society.
 - 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 office.
 - d. For IT innovations in administration, Reengineering 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 charges on the rules of the Society as approved by the Government in the Department of Information.

7. 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.

8. Arbitration and Reconciliation

- a. Any dispute between two or more members of the Society, which has an impact upon the activities of the Society, shall be referred to and resolved amicably by the Chairman or an arbitrator by the Chairman.
- b. The extent of penalty that may be imposed through arbitration shall be limited to a maximum of 15% of the agreement.

9. 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 purpose subject to the approval of the Punjab State e-Governance Society.

10. 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 withdrawal 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.

11. 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, presented to the Punjab state E-Governance Society.

12. 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.

13. Powers of the State Governments to Give Directions of the Society:

The State Government in the Department of Information Technology either directly or through Punjab State E-Governance Society may give the Sukhmani Society such directions as in its opinion, are necessary or expedients for crying out the purposes of the funds or the Society. It shall be the duty of the Society to Society to comply with such directions.

14. 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 2/3 rd 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 subject to the approval of Punjab State e-Governance Society.

15. 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.

(ii) The Powers and duties of its Officers and employees

1.) 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 or the Registration of Societies Act, 1860 (Act XXI of 1860) read with Punjab Amendment Act of 1957 shall be as under (For Sukhmani Society for Citizen Services, Gurdaspur).

Sr. No.	Name & Designation	Address	Remarks
	Ex-officio Members		
1	Deputy Commissioner, Gurdaspur	Court Complex, Gurdaspur	Chairman/CEO
2	Director-cum-Secretary to Government of Punjab, Department of Information Technology or his representative	SCO 193-195, Sector34-A, Chandigarh	Member
3	Assistant Commissioner (Grievance), Gurdaspur	Court Complex, Gurdaspur	Member Secretary
4	Additional Deputy Commissioner(G), Gurdaspur	Court Complex, Gurdaspur	Member
5	SDM, Gurdaspur	Court Complex, Gurdaspur	Member
6	SDM, Pathankot	Pathankot	Member
7	SDM, Batala	Batala	Member
8	District Transport Officer, Gurdaspur	Gurdaspur	Member
9	Superintending Engineer, Punjab State Electricity Board, Gurdaspur	PSEB, Jail Road, Gurdaspur	Member

10	Lead Bank Officer, Gurdaspur	Hanuman Chowk, Near HDFC Bank, Gurdaspur	Member
	Nominated Members		
11	Principal, Beant College of Engineering & Technology, Gurdaspur	BCET, Gurdaspur	Member
	District Informatics Officer, Gurdaspur	NIC Gurdaspur	
	HOD, Department of Computer Science/IT, GNDU Regional, Gurdaspur	GNDU Campus, Hardochani Road, Gurdaspur	Member
12	Three eminent citizens to be nominated by the Government in the Department of Information Technology.		Not nominated
	Co-opted Members		
13	Any other member which the Board of Governors or government in the Department of Information Technology decide to co-opt.		Not nominated

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

3.) **Authorities of the Society:** The authorities of the society shall consist of the following:

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

4.) **The Board of Governors:**

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

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

(For Sukhmani Society for Citizen Services, Gurdaspur)

Sr. No.	Name & Designation	Remarks
	Ex-officio Members	
1	Deputy Commissioner, Gurdaspur	Chairman/CEO
2	Director-cum-Secretary to Government of Punjab, Department of Information Technology or his representative	Member
3	Assistant Commissioner (Grievance), Gurdaspur	Member Secretary
4	Deputy Commissioner(G), Gurdaspur	Member
5	SDM, Gurdaspur	Member
6	SDM, Pathankot	Member
7	SDM, Batala	Member
8	District Transport Officer, Gurdaspur	Member
9	Superintending Engineer, Punjab State Electricity Board, Gurdaspur	Member
10	Lead Bank Officer, Gurdaspur	Member
	Nominated Members	
11	Principal, Beant College of Engineering & Technology, Gurdaspur	Member
	District Informatics Officer, Gurdaspur	Member
	HOD, Department of Computer Science/IT, GNDU Regional, Gurdaspur	Member
12	Three eminent citizens to be nominated by the Government in the Department of Information Technology.	Not nominated
	Co-opted Members	
13	Any other member which the Board of Governors or government in the Department of Information Technology decide to co-opt.	Not nominated

6.) Members of the Society:

- a. The Society shall consist of the following:
- i **All the ex-officio members** as per the provision at Sr. No. 1 to 11 of Para 5 in the constitution of the Board of Governors.
 - ii The **Members nominated** by the government as per the provision at Sr.No.11 to 12 of Para 5 in the constitution of the Board of Governors.
 - iii. Other individuals, intuitions, organization and corporate bodies to be accepted in future as **co-opted members** as per terms & conditions of eligibilities as may be laid down and approved by the Board of Governors from time to time as per the provision at Sr. 13 at Para 5 in the constitution of Board of Governors.
- b. The Society shall keep a Roll of nominated and co-opted Members and every such member of the Society shall sign the roll and state therein his name, occupation and address.
- c. If a nominated and co-opted member of the Society changes his address, he shall inform his new address to the Member Secretary who shall thereupon enter his new address in the Roll of such Members. But if he fails to inform his new address, the address in the Roll of Members shall be deemed to be his address.
- d. Termination of Membership:
- i. Where a person becomes a member of the Society by reason of the office or appointment he holds, his membership of the Society shall terminate when he ceases to hold that office or appointment.
 - ii. Whenever a member other than the ex-officio member, desires to resign from the membership of the Society, he shall address his resignation to the Member Secretary of the Society and submit the same to him. The membership of such person shall stand terminated from the date of his resignation.
 - iii. A member of the Society shall cease to be a member, if Board of Governors so desire.

7.) Meeting of Board of Governors:

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

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

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

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

9.) Powers, functions, duties and responsibilities:

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

Powers of the Board of Governors

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

12 Institute and award, prizes and medals for innovative e-governance and citizen services applications.

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

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

Functions, duties and responsibilities of the Board of Governors:

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

2 To 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.

3 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.

4 To have custody and ensure proper utilization of the funds of the Society and to mange all the resources of the Society.

5 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.

6 To coordinate with the Punjab state E-Governance Society and district level departments/ organizations in the pursuit of its objectives of the Society.

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

10.) 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 purpose subject to the approval of the Punjab State e-Governance Society.

11.) Executive Committee of the society:

The routine decision making of the society and its funds shall be managed by the following Executive Committee: (For Sukhmani Society for Citizen Services, Gurdaspur):

Sr. No.	Name & Designation	Remarks
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1	Deputy Commissioner, Gurdaspur	Chairman/CEO
2	Assistant Commissioner (Grievance), Gurdaspur	Member Secretary
3	Additional Deputy Commissioner(G), Gurdaspur	Member
4	PCS, SDM, Gurdaspur	Member
5	SDM, Batala	Member
6	District Transport Officer, Gurdaspur	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 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 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.

12.) 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.

13.) 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 power & 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 record the proceedings 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 of Board of Governor shall manage the projects, properties or the money under the funds, manage accounts, execute all contacts on behalf of the society and receive funds for the society through donations, grant-in-aid, contributions and raising money whenever required.

e. The Member Secretary of Board of Governor 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 of value less than Rs 2 lacs. Any project of more than Rs 2 lacs 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 opened for the board to direct any Officer or Officers in the services of the Society to exercise temporality such powers and performs such functions and duties of the members 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 byelaws of the Society. The Member Secretary of Board of Governor shall represent the society in all its legal matters jointly or through any authorized 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.

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

As mentioned in Point No. (i), (ii) & (iv).

(iv). 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.

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

As mentioned in Point No. (i), (ii), (iii) & (iv).

- (vi). **A statement of the categories of documents that are held by it or under its control:**

All the citizen based services are identified, recommend and approved by the Punjab State E-Governance Society, Department of Information Technology, Punjab (Chandigarh). The following 24 services (as per the Annexure-A) are recommended by the DoIT, which are required to be implemented at District Level and Sub-Divisional Level Suwidha Centres. 'Facilitation charges and Timelines' of the 33 services (as per the Annexure-F) are recommended/approved by the Department of Information Technology, Punjab (Chandigarh) and facilitation charges are charged as per the Annexure-F.

List of Services at District Level: (Annexure-A)

Sr.No.	Service Name
1	Arm Licenses Related services
2	Services to Pensioners
3	Counter Signing of Documents
4	Character Verification
5	Issuances of Bus Passes
6	Issuance 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 Namberdar
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

List of Services at Sub Division Level:

Sr.No.	Service Name
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

(Annexure-F)

Sr.No.	Name of citizen Services	Facilitation Charges (Rs)	Timelines (Days)
1	Issuance and Renewal of Bus Passes to Freedom fighters and Handicapped Persons	Nil	5
2	Pension to old age, widows, destitute children and disables persons (sanctioning of pension)	Nil	30
3	Issuance and Renewal of ID_Cards to freedom fighters	Nil	3
4	Character Verification	Nil	30
5	Issuance of Dependent Certificate to wards of freedom fighters	Nil	30
6	Issuance of Dependent Certificate to riots and terrorist victims.	Nil	30
7	Attestation Indemnity Bond	20	Same Day

8	Attestation & Acceptance of Surety bond	50	Same Day
9	Issuance of Nationality Certificate	20	15
10	Issuance of Birth Certificate	20	7, if no database exist otherwise same day
11	Issuance of Death Certificate	20	7, if no database exist otherwise same day
12	Attestation of Affidavit	20	Same Day
13	Issuance of Unmarried Certificate	100	40
14	Issuance and Renewal of Driving License	20 *	7
15	Issuance of copy of document	30	7
16	Passport Services	100	20
17	Counter sing of document	100	7
18	Arms License Issuance system	500 (for new License) 200 (for other services)	45
19	Issuance of NOC (Petrol Pump, Marriage Palace, Hotel & Restaurant, Cinema etc)	1000	40
20	Registration of vehicle	100 *	5
21	Permission for fairs	200	10
22	Collection of Water & Sewerage Charges of local bodies	500	30
23	NOC on building plan	200	30
24	Registration of Marriage under Hindu Marriage Act	500	Immediate
25	Registration of Marriage under Special Marriage Act	500	30
26	Demarcation of land	100	30
27	Evaluation of land/immovable property (as required by NRI and other person particularly regarding surety bond etc)	50	7
28	Police Clearance Certificate	200	30
29	Permission to use loud speaker	50	2
30	Collection of Water & Sewerage Charges of local bodies	5	-
31	NOC on building plans by local bodies	500	30
32	NOC on building plans by PUDA	500	30
33	Collection of House Tax of local bodies	5	-

* indicates not being charged at present

At present, the following services are being provided at various Suwidha of the District:

1) Suwidha Centre (HQ), Gurdaaspur:

Sr.No.	Service Name
1	Arm Licenses Related services
2	Counter Signing of Documents
3	Character Verification
4	Issuances of Bus Passes
5	Issuance of Dependent Certificate
6	Issuance of Unmarried Certificate
7	Issuance of Licenses
8	Issuance of Nationality Certificate
9	Issuance of Copy of a Document/Inspection of Record & Misc. Services
10	Issuance of Marriage Certificate
11	Issuance of ID_Card
12	Driving License related Services
13	Registration of Vehicle related Services
14	Issuance of Birth certificate (Order for late registration Birth) Implemented at SDM office, Gurdaspur.
15	Issuance of Death Certificate (Order for late registration Death) Implemented at SDM office, Gurdaspur.
16	Issuance of Affidavits
17	Issuance of Permissions
18	Issuance of Indemnity Bonds
19	Issuance of Surety Bonds
20	Submission of Passport Applications
21	Issuances of No Objection Certificates

2) Suwidha Centre, Pathankot:

Sr.No.	Service Name
1	Issuance of Copy of a Document/Inspection of Record & Misc. Services
2	Driving License related Services
3	Registration of Vehicle related Services
4	Order for late Registration of Birth
5	Order for late Registration of Death

6	Issuance of Affidavits
7	Issuance of Permissions
8	Issuance of Indemnity Bonds
9	Issuance of Surety Bonds
10	Issuance of Certificates

3) Suwidha Centre, Batala:

Sr.No.	Service Name
1	Driving License related Services
2	Registration of Vehicle related Services
3	Order for late Registration of Birth
4	Order for late Registration of Death
5	Issuance of Affidavits
6	Issuance of Permissions
7	Issuance of Indemnity Bonds
8	Issuance of Surety Bonds
9	Issuance of Certificates

4) Suwidha Centre, SDM Office, Gurdaspur:

Sr.No.	Service Name
1	Order for late Registration of Birth
2	Order for late Registration of Death
3	Issuance of Affidavits
4	Issuance of Permissions
5	Issuance of Indemnity Bonds
6	Issuance of Surety Bonds
7	Issuance of Certificate

5) Suwidha Centre, Dhar Kalan:

Sr.No.	Service Name
1	Issuance of Certificates
2	Issuance of Affidavits
3	Issuance of Permissions
4	Issuance of Indemnity Bonds
5	Issuance of Surety Bonds

6) Suwidha Centre, Dera Baba Nanak:

Sr.No.	Service Name
1	Issuance of Affidavits
2	Issuance of Indemnity Bonds
3	Issuance of Surety Bonds

(vii). **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.**

The various arrangements that exist for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof are as follows:

- 1 Governing body meetings.
- 2 Complaint & Suggestion counter at SUWIDHA Centre.
- 3 Officers & Staff of the SUWIDHA Centre interact with public at regular basis.

(viii). **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.**

A statement of the boards, councils, committees and other bodies are very much accessible for public.

(ix). **A directory of its officers and employees.**

- 1) Officers and Employees directory of Suwidha Centre (HQ), Gurdaspur are as follows.

Sr.No.	Name	Designation
1	D.C.	Deputy Commissioner-cum-Chairman
2	AC(Griev)	AC(Grievance)-cum-Member Secretary & PIO
3	Sh. Narinder Singh	District Suwidha Administrator & APIO
4	Vishal Bharti Gupta	Centre Incharge
5	Kuldip Kumar	Part-time Accountant
6	Rajinder Singh	Data Entry Operator
7	Jaswinder Kaur	Data Entry Operator
8	Rashmi Kaushal	Data Entry Operator
9	Gurjit Singh	Data Entry Operator

10	Lakhbir Kaur	Data Entry Operator
11	Davinder Kumar	Data Entry Operator
12	Sharanjit	Data Entry Operator
13	Rupinderjit Kaur	Data Entry Operator
14	Sukhdev Raj	Data Entry Operator
15	Pushpinder Kumar	Data Entry Operator
16	Harpreet Singh	Data Entry Operator

17	Sumit Kumar	Data Entry Operator
18	Kanwaldeep Singh	Data Entry Operator
19	Jatinder Singh	Sweeper/Peon
20	Rajesh Kumar	Sweeper/Peon

2) Suwidha Centre, SDM Office, Gurdaspur:

Sr.No.	Name	Designation
1	SDM Gurdaspur	Sub Divisional Magistrate
2	Madan Kumar	Sub-Division Suwidha Administrator
3	Monisha Kalia	Data Entry Operator
4	Jyoti	Data Entry Operator

3) Suwidha Centre, SDM Office, Pathankot:

Sr.No.	Name	Designation
1	SDM Pathankot	Sub Divisional Magistrate
2	Gourav Sharma	Sub-Division Suwidha Administrator
3	Amanbir Singh	Data Entry Operator
4	Kunal Tandon	Data Entry Operator
5	Kulwinder Kaur	Data Entry Operator
6	Sapna Gupta	Data Entry Operator

4) Suwidha Centre, SDM Office, Batala:

Sr.No.	Name	Designation
1	SDM Batala	Sub Divisional Magistrate
2	Rajinder Kumar	Data Entry Operator
3	Chetan Rikhi	Data Entry Operator
4	Surinder Kaur	Data Entry Operator
5	Simmi Rani	Data Entry Operator
6	Harjinder Kaur	Sweeper/Peon

5) Suwidha Centre, SDM Office, Dera Baba Nanak:

Sr.No.	Name	Designation
1	SDM D.B.Nanak	Sub Divisional Magistrate
2	Parveen Kumar	Data Entry Operator

6) Suwidha Centre, SDM Office, Dhar Kalan:

Sr.No.	Name	Designation
1	SDM Dhar Kalan	Sub Divisional Magistrate
2	Ranjit Singh	Data Entry Operator
3	Sanjeev Kumar	Data Entry Operator

(x). The monthly remuneration received by each of its Officers and employees, including the system of compensation as provided in its regulations.

Sr. No.	Name	Designation	Salary/Remuneration
1	D.C.	Deputy commissioner-cum-Chairman	Honorary
2	AC(Griev)	AC(Gr)-cum-Member Secretary	Honorary
3	Narinder Singh	District Suwidha Administrator	16000
4	Vishal Bharti Gupta	Centre Incharge	9000
5	Madan Kumar	Sub-Davison Suwidha Administrator	9000
6	Gourav Sharma	Sub-Davison Suwidha Administrator	9000
7	Kuldip Kumar	Part-time Accountant	4000
8	Rajinder Singh	Data Entry Operator	5000
9	Gurjit Singh	Data Entry Operator	5000
10	Surinder Kaur	Data Entry Operator	5000
11	Chetan Rikhi	Data Entry Operator	5000
12	Sukhdev Raj	Data Entry Operator	5000
13	Simmi Rani	Data Entry Operator	5000

14	Rajinder Kumar	Data Entry Operator	5000
15	Davinder Kumar	Data Entry Operator	5000
16	Rupinderjit Kaur	Data Entry Operator	5000
17	Jaswinder Kaur	Data Entry Operator	5000
18	Pushpinder Kumar	Data Entry Operator	5000
19	Jyoti	Data Entry Operator	5000
20	Lakhibir Kaur	Data Entry Operator	5000
21	Sharanjit	Data Entry Operator	5000

22	Kanwaldeep Singh	Data Entry Operator	5000
23	Sumit Kumar	Data Entry Operator	5000
24	Parveen Kumar	Data Entry Operator	5000
25	Kunal Tandon	Data Entry Operator	5000
26	Kulwinder Kaur	Data Entry Operator	5000
27	Sapna Gupta	Data Entry Operator	5000
28	Ranjit Singh	Data Entry Operator	5000
29	Munisha Kalia	Data Entry Operator	5000
30	Harpreet Singh	Data Entry Operator	5000
31	Sanjeev Kumar	Data Entry Operator	3000
32	Amanbir Singh	Data Entry Operator	5000
33	Harjinder Kaur	Sweeper/Peon	As per D.C. rates
34	Rajesh Kumar	Sweeper/Peon	As per D.C. rates
35	Jatinder Singh	Sweeper/Peon	As per D.C. rates

- (xi) The budget allocated to each of its agency, indicating the particulars of all Plans, proposed expenditures and reports on disbursement made.**

The expenditure is made only on items required for working of Suwidha Centre with the prior approval of Chairman.

- (xii) The manner of execution of subsidy programs, including the amounts allocated and the details of beneficiaries of such programs.**

Not Applicable

- (xiii) Particulars of recipients of concessions permit of authorizations granted by it.**

Not Applicable

(xiv) Details in respect of the information available to or held by it, reduced in an Electronic form:

Site link of Gurdaspur SUWIDHA Centre is provided on <http://gurdaspur.nic.in>

(xv) 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 for obtaining as Follows:

- 1 R.T.I Counter-cum-Complaint Counter has been started at the Suwidha Centre, Gurdaspur to Facilitate the Citizens. A complaint box is also hanged outside the Suwidha.
- 2 Flex-board containing information about the different services being provided by the Suwidha Centre and the service charges applicable along with the required document and has been displayed in the Centre mentioning the Contact numbers of technical Administrator so that the Citizens can obtain information.
- 3 SMS facilities have been provided to the citizens who come to the Suwidha centre for different services.
- 4 An enquiry Counter is also available to facilitate the customer in getting there work done.
- 5 Newspaper is being provided in the Suwidha Centre for the customer.
- 6 Latest guidelines, directions and order as issued by department of information technology, Punjab State e-Governance Society are available with the technical administrator which is available on demand by the customers.
- 7 Site link of Gurdaspur SUWIDHA Centre is provided on

<http://gurdaspur.nic.in>

(xvi) The names, designations and other particulars of the Public Information Officers:

The name and designation of public information officer and assistant public Information officers are as follows.

Sr.No.	Name	Designation	Address
1	AC(Grievance)-cum-Member Secretary.	Public Information Officer	D.C. Court Complex, Gurdaspur
2	Sh. Narinder Singh, District Suwidha Administrator	Assistant Public Information Officer	Suwidha (HQ), DC Office, Gurdaspur

(xvii) Such other information as may be prescribed and thereafter update these publications every year.

The information regarding addition/deletion/amendment of rules & regulations of society, addition/deletion of member of the Board of Governors and new guidelines & directions issued by the Department of Information Technology, Punjab (Chandigarh) will be updated on Website.