

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

### 1. 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,(Moga) (SSCS-Moga) (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, Moga (SSCS-Moga) 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 Primary Objective also include the administration of the implementation of all NeGP/ e-Governance projects in the respective District*

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.

2. **(a) Name:** The name of the Society shall be Sukhmani Society for Citizen Services, Moga (SSCS- Moga), Society for short..

**(b) Office :** The registered office of the society shall be at Office of the Deputy Commissioner, Moga

3. **(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 Governing body 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. The members of society nominated by the Government as per the constitution of the society or

iii. 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 lay 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, Moga known by the name, style and manner of SSCS-Moga
- i. "State Government" shall mean the Government of Punjab in the Department of Governance Reforms or in any other way it is known as.
- j. "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.
- k. "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.
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- 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.
  - g. To collect the revenue/ payments/ service charge on behalf of Punjab State E-Governance Society, various government departments and organizations and to issue receipts on behalf of the Punjab E-Governance Society and concerned Departments and Organizations.
  - h. To keep detail account of the revenue so collected and transactions, disburse the revenue collected to various stakeholders as per the policy guidelines of Punjab State E-Governance Society.***
  - i. 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.
  - j. Regular reconciliation of bank accounts between all stakeholders including the concerned departments, the financial institutions, the Sukhmani Centre and the Punjab e- governance Society.
  - k. 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.

- k. 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.
- l. To enter into collaborations, partnerships, agreements and contracts with Indian or foreign individuals, companies or organizations for establishment of Sukhmani Centers in the district.
- m. 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.
- n. To create, maintain, update, common databases at the district level as per the guidelines of the Department of Governance Reforms 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.
- o. 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.
- p. 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 **and also about transformation through e-Governance** for the benefit of the common man, specially the rural masses.
- q. 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.
- r. 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.
- s. 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.
- t. 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.
- u. 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.
- v. 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.

- w. 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.
- x. 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.
- y. 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.
- z. 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.
- aa. To establish and maintain any agencies and franchises in the district for the conduct of the business of the Society.
- bb. 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.
- cc. 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.
- dd. To do all such other lawful things as may be necessary, incidental or conducive to the attainment of the above objects.
- ee. The Society would provide close tie-ups with all the stakeholders in the Project at field level. The stakeholder from the district government would include Collector/Deputy Commissioner, Sub Divisional Officer / Magistrate, Tehsildar / Patwari, Block development officer, and field functionaries
- ff. Provide overall guidance to all NeGP/e-Governance Project(s) at District level and provide commitment and support to bring-in the process changes
- gg. To implement guidelines of State Government and Government of India for 'e-District', CSC, SWAN, SDC, SSDG and any other e-Governance Programmes in the District.
- hh. Support the Common Services Centres (CSCs), throughout the District for providing G2C services as per the Service Level Agreements between Departments/ SDA for CSCs and the Service Centre Agency.
- ii. Work closely with the Implementation Service Agency and Application Developer to undertake the field work, comprehend the requirements, document the observations, prepare roadmap, redesign the processes
- jj. To manage, supervise and implement backend computerization of Government Departments with long term vision of Government
- kk. To assist SDA in roll out of G2C services through CSCs for optimum utilization of CSCs.
- ll. To make effective e-delivery of Public services in rural areas

- mm. To co-ordinate regularly with all agencies and especially with Panchayati Raj Institutions at District & Sub district level for delivery of Public Service*
- nn. To coordinate with DIT,GoP for release of Grant in Aid.*
- oo. Ensure linkage of CSCs with various other government run schemes such as Bharat Nirman Programme and Flagship Schemes like NAREGA, NRHM and Sarva Shiksha Abhiyaan to strengthen CSCs in rural area.*
- pp. To create synergies between the district administration and CSC network at village level with the support of SCAs, to increase awareness among public for several other e-Governance projects being executed at District level*
- qq. To conduct periodical review meeting of the society & sharing the progress report with State Government/ Centre Government & Punjab State e-Governance society*
- rr. To prepare & send all necessary report required by State Government/ Centre Government and Punjab State e-Governance society.*
- ss. To safeguard tangible and intangible assets of the Society.*

#### **5. Funding of Society is resources, operations and management:**

- a. The expenditure on IT resources, operations and management of the state-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 of setting up the society and its infrastructure would be provided by the Government. So far, only a grant amounting to Rs. 30 lacs has been released by Punjab Government to Punjab State E-Governance Society and the District level Sukhmani Society for the “Sukhmani” an integrated Citizen Services pilot Project in Moga.
- c. The Society may approach Government of India, Government of Punjab, any financial institutions or sources for funding the project depending upon the policy at that time and the project structuring/ requirement.
- d. Grant in Aid/ loans received from the State Government, Centre Government and external sources
- e. Any Initial seed money provided by way of contribution from Government of India for the smooth establishment and functioning of the society
- f. Collection of user charges as fixed by the State Government
- g. Any other revenue generated by way of any direct or indirect source of Society objectives.
- h. **Sources of income of the Society:** The Society will facilitate/ execute/ implement various E-Governance projects and also provide integrated services on behalf of various Government Departments at a service charge to be decided by the Government.
  - i. **Operations and Management (O & M) of the society:** The Society will not have a permanent staff of its own. Any required operating, administrative, technical and other manpower may be deployed on job work, contract or outsourcing basis from project to project basis for at no cost to the Government. Any expenditure on manpower would be met by the Society out of its own resources like the service charges collected by the Society in lieu of providing services.
  - j. 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.
  - k. 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.

#### **6. 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: (For Sukhmani Society for Citizen Services, Moga):

Sr. No.	Name & Designation	Address	Remarks	Signature
<b>Ex-Officio Members:-</b>				
1	Deputy Commissioner, Moga	Distt. Admn. Complex Moga.	Chairman/ CEO	
2	<b>Director Governance Reforms (Government of Punjab)</b>	SCO 193-195 Sec. 34A Chandigarh.	Member	
3	Any 2 SDMs as to be nominated by DC	Distt. Admn. Complex Moga.	Member	
	1) SDM Moga			
	2) SDM Nihal Singh Wala	Sub. Dvn. Nihal Singh Wala	Member	
4	<b>Commissioner, Municipal Corp.</b>	Municipal Corporation, Moga	Member	
	<b>Representative</b> (Joint Commissioner Municipal Corp.			
5	Chief Engr. (PSPCL)	Distribution (West) PSPCL, Bathinda	Member	
	<b>Representative</b> (Senior Executive Engineer)	City Division PSPCL, Moga,		
6	GM/TDM(BSNL)	Bharat Sanchar Nigim Ltd. Moga range, Ferozepur	Member	
	<b>Representative</b> D.T. (BSNL)	Bharat Sanchar Nigim Ltd. Moga		
7	One Rep. Of each of the implementing Bank(s)	Punjab & Sindh Bank (Leed Bank), Moga	Member	
	L.D.M Punjab & Sindh Bank (Leed Bank)			
8	ADC, PUDA	Greater Ludhiana Area Development Authority, Moga Range GLADA Complex, Ludhiana.	Member	
	Additional Chief Administrator, GLADA			
9	ADC (General)	Distt. Administrative Complex, Moga	Member-Secretary	
10	<b>District Chief health Officer</b>	Civil Hospital, Moga	<b>Member</b>	
11	<b>Disrict Technical Co-ordinator</b>		<b>Member</b>	
12	<b>ADC(Development )</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
13	<b>District Education Officer</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
14	<b>Project officer (DRDA)</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
15	<b>(DIO,NIC)</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
16	<b>District Panhayati Raj Officer</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
<b>Nominated Members:-</b>				
17	<b>3 IT expert as nominated by Department of Governance Reforms</b>		Member	
18	<b>3 eminent citizens as nominated by Department of Governance Reforms</b>		Member	
<b>Co-opted Members</b>				
19	<b>Any other member which the BOG or the Govt. in the Department of Governance Reforms decide to co-opt.</b>		Co-Opted Members	
20	<b>Any other member which the Governing Body decide to co-opt.</b>		Co-Opted	

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

## **RULES OF**

Sukhmani Society for Citizen Services, **Moga** (SSCS- Moga)

1. **Registered Office:** The Registered Office of the Society shall be situated at Moga. Presently the registered office is to be located at the Distt. Administrative Complex, Moga.
2. **title and commencement**
  - 1) This Society may be called the Sukhmani Society for Citizen Services, Moga.
  - 2) **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) "Committee" means the Executive Committee of the society.
    - d) The "Chairman" shall mean the "Chairman" of the Board of Governors.
    - e) IT shall mean: Information Technology.
    - f) Member means :
      - i. The ex-officio members as per the constitution of the society
      - ii. Such Person(s) who may be accepted in future as Members of the Society on such terms and conditions as lay down by the Board of Governors.
      - iii. 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.
    - g) "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.
    - h) "Chief Executive Officer" means Chief Executive Officer of the Sukhmani Society for Citizen Services.
    - i) "The Society" means the Sukhmani Society for Citizen Services, Moga known by the name, style and manner of SSCS-Moga
    - j) "State Government" shall mean the Government of Punjab in the Department of Governance Reforms or in any other way it is known as.
    - k) "IT experts" shall mean 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.
    - l) "Eminent citizens" shall mean well-known, distinguished, important, renowned or reputed persons from the general public duly recommended by the district/ state administration.
    - m) **'Year' means the period commencing from the 1st of April and ending on 31st of March of subsequent calendar year**
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, Moga)

Sr. No.	Name & Designation	Address	Remarks	Signature
<b>Ex-Officio Members:-</b>				
1	Deputy Commissioner, Moga	Distt. Admn. Complex Moga.	Chairman/ CEO	
2	<b>Director Governance Reforms (Government of Punjab)</b>	SCO 193-195 Sec. 34A Chandigarh.	Member	
3	Any 2 SDMs as to be nominated by DC	Distt. Admn. Complex Moga.	Member	
	1) SDM Moga			
	2) SDM Nihal Singh Wala	Sub. Dvn. Nihal Singh Wala	Member	
4	<b>Commissioner, Municipal Corp.</b>	Municipal Corporation, Moga	Member	
	<b>Representative</b> (Joint Commissioner Municipal Corp.			
5	Chief Engr. (PSPCL)	Distribution (West) PSPCL, Bathinda	Member	
	<b>Representative</b> (Senior Executive Engineer)	City Division PSPCL, Moga,		
6	GM/TDM(BSNL)	Bharat Sanchar Nigim Ltd. Moga range, Ferozepur	Member	
	<b>Representative</b> D.T. (BSNL)	Bharat Sanchar Nigim Ltd. Moga		
7	One Rep. Of each of the implementing Bank(s)	Punjab & Sindh Bank (Leed Bank), Moga	Member	
	L.D.M Punjab & Sindh Bank (Leed Bank)			
8	ADC, PUDA	Greater Ludhiana Area Development Authority, Moga Range GLADA Complex, Ludhiana.	Member	
	Additional Chief Administrator, GLADA			
9	ADC (General)	Distt. Administrative Complex, Moga	Member-Secretary	
10	<b><u>District Chief health Officer</u></b>	Civil Hospital, Moga	<b><u>Member</u></b>	
11	<b><u>Disrict Technical Co-ordinator</u></b>		<b><u>Member</u></b>	
12	<b><u>ADC(Development )</u></b>	Distt. Administrative Complex, Moga	<b><u>Member</u></b>	
13	<b><u>District Education Officer</u></b>	Distt. Administrative Complex, Moga	<b><u>Member</u></b>	
14	<b><u>Project officer (DRDA)</u></b>	Distt. Administrative Complex, Moga	<b><u>Member</u></b>	
15	<b><u>(DIO,NIC)</u></b>	Distt. Administrative Complex, Moga	<b><u>Member</u></b>	
16	<b><u>District Panhayati Rai Officer</u></b>	Distt. Administrative Complex, Moga	<b><u>Member</u></b>	



## 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. 12 to 13 of para 5 in the constitution of the Board of Governors.
  - iii. Other individuals, institutions, organisations and corporate bodies to be accepted in future as Co-opted Members as per terms and conditions of eligibility as may be laid down and approved by the Board of Governors from time to time as per the provision at Sr. no. 14 of para 5 in the constitution of the 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 or the Member, Secretary may, whenever he thinks fit, and shall, on the written requisition of not less than three members, call a special meeting of the Board of Governors.
- d. **Minutes of the meeting shall be recorded and made available to any competent authority of State/ Centre government whenever needed.**
- e. **Notice and quorum 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. If the Chairman of the Board of Governors is unable to attend any meeting, then Member Secretary shall preside over such a meeting.
- f. 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.
- g. **Quorum:** Seven Members, out of whom at least ***Five*** must be official members,

## 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 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.
- 2) **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.
- 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, bye-laws 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 a 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 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.
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 E-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 Centres 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 may 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 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;
11. 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;
12. Institute and award, prizes and medals for innovative e-Governance and citizen services applications;
13. 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;
14. 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.

**Functions, Duties and responsibilities of the Board of Governors:-**

15. 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.
  16. 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.
  17. 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.
  18. To have custody and ensure proper utilization of the funds of the Society and to manage all the resources of the Society.
- 
19. 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.
  20. To co-ordinate with the Punjab State E-Governance Society and district level departments/ organizations in the pursuit of its objectives of the society.
  21. To consider and pass such Resolutions on the annual report, the annual accounts and the financial estimates of the society as it thinks fit. Take decision on matters of policy relating to the administration, working and control of the Society.
  22. To consider and approve the Annual Reports, Audited Annual Financial Accounts, Balance Sheet and Annual Budget of the Society.
  23. To exercise such powers and perform such duties as may be necessary or incidental to the attainment of the objectives of the Society.

**10. 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) **Sources of income of the Society:** The Society will implement the various E-Governance projects and also provide integrated services on behalf of various Government Departments. Therefore, any receipts of the society including the receipt through the Sukhmani Societies for citizen services, will consist of the following:
- i. Payments against the bills for various services rendered by the Departments which will be transferred by the Society into the accounts of the concerned departments or agency and proper accounts would be maintained,
  - ii. The fee prescribed by concerned Department of the Government for the certain categories of service would be transferred to the concerned department for depositing the same in the Government Treasury and;
  - iii. Lastly the approved user charges for providing the service by the Society which will be retained by the Society. These user charges will be apportioned between the Punjab E-Governance Society, Sukhmani Society and the Private partner to be selected on open tendering basis for meeting the expenditure on account of operations, management and maintenance of the IT resources for providing the services
- c) The recurring expenditure of the society would be met out of the share of service charges collected through the implementation of various E-Governance Projects or from the services charges collected in lieu of the citizen's services and other income from resources and business of the society.
- d) For expanding the scope and coverage of E-Governance services in the State the Society may approach Government of India, Government of Punjab or any financial institutions for funding the E-Governance project depending upon the project structuring/ requirement.
- e) The services of the Society may be used as an institutional mechanism for the facilitation/ execution of various e-Governance projects which could be either fully or partially funded/ sponsored by Government of India, Government of Punjab or other financial institutions/ resources. The execution of such projects could be facilitated through the Society and any funds allocated for such projects could be utilized through the Punjab State e-Governance Society, District Level Society for Citizen Services or any other society. The Society would be paid a service charge for facilitating/ executing such projects to the tune of 4% to 6% as decided by the Government in the Department of IT from time to time.
- f) 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.
- g) 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.
- h) 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.
- i) **Operations and Management (O & M) of the society:**
- i. The required operating, administrative, technical and other manpower may be deployed on job work, contract or outsourcing basis from project to project basis for ensuring the efficient operation and management of the projects.
  - ii. Thus the hiring of manpower for the work of the Society would not be the liability of the Government and any expenditure on such account is proposed to be met out of the service charges/ other funds available with the Society.
  - iii. For the operations, the Society is likely to be financially self-sustaining after the successful implementation of the pilot projects. The Society will outsource its work on job-work basis or even totally outsource the projects depending upon the requirements of the specific project on a case to case basis. However, at no point of time the Society will have the permanent staff of its own and even the Skelton project base staff would be deployed on contract/ job work basis.
  - iv. Mostly the operating staff would be hired by the private partners and no Government Expenditure would be involved. Also expenditure on any hiring of staff by the society would be met out of its own resources like the service charges collected by the Society.

- j) **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 headed by the Member Secretary or any other person authorized by the Executive Committee shall be the treasurer of the funds.
  - iii. **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 or Member Secretary.
- k) Objects for which the Fund of the Society could be used:
- i. The objects of the fund shall be as approved by the 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 and 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 Governance Reforms.

#### 11. 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.
- b. The Annual Accounts shall be made up by the end of the financial year; 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.

#### 12. 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 appointed 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.

#### 13. 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 subject to the approval of the Punjab State e-Governance Society.

#### 14. 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, Moga)

Sr. No.	Name & Designation	Remarks
1	Deputy Commissioner ( <u>MOGA</u> )	Chairman/ CEO
2	Any one SDM ,	Member
3	Commissioner, Municipal Corporation, ( <u>MOGA</u> ) or his representative	Member
4	Chief Engineer, Punjab State Electricity Board, ( <u>MOGA</u> ) or his representative	Member
5	Additional Deputy Commissioner (General) or Additional Deputy Commissioner (Development) , ( <u>MOGA</u> ) as per the recommendations of Deputy Commissioner.	Member Secretary
6	<b>General Manager, BSNL</b>	<b>Member</b>
7	<b>District Chief health Officer</b>	<b>Member</b>
8	<b>DDPO/ADC(Development )</b>	<b>Member</b>
9	<b>District Education Officer</b>	<b>Member</b>
10	<b>Project Director (DRDA)</b>	<b>Member</b>
11	<b>District Technical Co-ordinator</b>	<b>Member</b>
12	<b>DIO,NIC</b>	<b>Member</b>
13	<b>District Panhayati Raj Officer</b>	<b>Member</b>

- The **Executive committee** will be empowered to take all administrative decisions where no creation of posts is involved.
- 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.
- 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.
- In case of urgency, the Executive Committee will take decisions and get the same ratified from the Board of Governors in its next meeting.
- The Executive Committee may also further delegate any of its power to Member Secretary of the Society.
- The Executive Committee shall exercise such other powers as delegated to it by the Board of Governors.

#### 15. 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.

#### 16. Powers, Functions & Responsibilities of the Member Secretary:

- 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.
- 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 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 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 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 projects 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 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.

#### **17. 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.

#### **18. 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.

#### **19. 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.

#### **20. Powers of the State Government to Give Directions to the Society:**

The State Government in the Department of Governance Reforms either directly or through Punjab State E-Governance Society 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.

#### **21. 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 subject to the approval of Punjab State e-Governance Society.

#### **22. 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.

23. **Borrowing Clause :**

**Society shall not borrow any money without the prior approval of Punjab State e-Governance Society (PSEGS) under Department of Governance Reforms.**

24. **TERMS AND CONDITIONS GOVERNING GRANT-IN-AID**

- i. **The Grant is for the specific project as approved by DIT-GoI and shall be subject to the following conditions:-**
  - a. **The grant amount shall be spent for the project within the specified time**
  - b. **Any portion of the grant, which is not ultimately required for expenditure for the approved purposes, shall be duly surrendered to DIT-GoI.**
- ii. **The grantee institution shall maintain an audited record in the form of a register in the prescribed proforma for permanent, semi-permanent assets acquired solely or mainly out of DIT-GoI grant;**
- iii. **The assets referred to in (ii) above will be property of DIT-GoI and should not, without prior sanction of DIT-GoI, be disposed of or encumbered or utilised for the purposes other than those for which the grant has been sanctioned. An undertaking shall be given by the grantee institution that they agree to be governed by these conditions;**
- iv. **At the conclusion of the project, DIT-GoI will be free to sell or otherwise disposed of the assets which are the property of DIT-GoI and grantee institution shall render to DIT-GoI the necessary facilities for facilitating the sale of these assets;**
- v. **The grantee institution shall send to the DIT-GoI, at the end of each financial year as well as at the time of seeking further instalments of the grant a list of assets referred to in (ii) above;**
- vi. **Should at any time grantee institution cease to exist, such assets etc., shall revert to DIT-GoI;**
- vii. **The grantee institution shall render progress-cum-achievement report at interval of not exceeding six months on the progress made on all aspects of the project including expenditure incurred on various approved items during the period;**
- viii. **The grantee institution shall render an audited statement of accounts to DIT-GoI;**
- ix. **The audited statement of accounts relating to grants given during financial year together with the comments of the auditor regarding the observance of the conditions governing the grant should be forwarded to the DIT-GoI within six months following the end of relevant financial year;**
- x. **The utilization of grant for the intended purposes will be looked into by the auditor of grantee institution according the directives issued by the Govt. Of India at the instance of the Comptroller And Auditor General and the specific mention about it will be made in the audit report;**
- xi. **DIT-GoI or its nominee/s will have the right of access to the books of account of the The grantee institution for which a reasonable prior notice would be given;**
- xii. **The grantee institution should maintain separate audited account for the project. If it is found expedient to keep a part or whole of the grant in a bank account earning interest. The interest, thus earned should be reported to the DIT-GoI. The interest so earned shall be treated as a credit to the grantee to be adjusted towards future instalment of the grant;**
- xiii. **Sale proceed of components, prototype, pilot projects etc. fabricated as a result of the development of the project arising directly from funds granted by the DIT-GoI shall be remitted to DIT-GoI.**
- xiv. **For the know-how generated by the project, guidelines for TOT/know-how transfer as given in Chapter VI of the "Guidelines for Funding R&D Projects by DIT" will be applicable;**
- xv. **DIT-GoI, will have the right to call the drawings, specifications and other data necessary to enable the transfer of know-how to other parties and the grantee shall supply the all the needed data at the request of DIT-GoI;**
- xvi. **Application by the grantee institution for any other financial assistance or receipt of grant/loan from any other Agency/Ministry/Department for this project should have the prior approval of DIT-GoI;**
- xvii. **The grantee institution is not allowed to entrust the implementation of this project for which grant-in-aid is received to other institution and to divert the grant-in-aid received from DIT-GoI as assistance to the later institution;**
- xviii. **DIT-GoI shall appoint a Project Review and Steering Group (PRSG) comprising of representatives from DIT and other experts. PRSG will periodically monitor the project in all respect including technical and financial;**
- xix. **Grantee institution will examine Intellectual Property Right(IPR) protection issue in consultation with IPR Cell, DIT-GoI to file patents, register the copyright etc. before making it public by publishing in the technical journals and books, presenting findings in the Conferences etc.;**
- xx. **Institutions shall be encouraged to seek protection of IPRs to the results of research through R&D projects. While the patent may be taken in the name(s) of inventor(s), the institution shall ensure that the patent is assigned to it. The institution shall get its name entered in the Register of Patents as the proprietor of the patent. The institution shall take necessary steps for commercial exploitation of the patent on exclusive/non-exclusive basis. The institution is permitted to retain the benefits and earnings arising out of the IPR. DIT-GoI has a cell to guide and promote patent related matters (IPR Cell).**
- xxi. **Terms and conditions of the services of the employees employed in the grantee institution are not higher than those applicable to similar categories of employees of central Government and where it is not in accordance with above, the relaxation of Ministry of Finance have been obtained for such discrepancies as required under GFR208(6)(iv)(a);**
- xxii. **Grantee institution agree to make reservation for Scheduled Castes and Scheduled Tribes and OBC in**



**the posts or service under its control on the lines indicated by Govt. of India;**

- xxiii. **In case of any dispute on any matter, related to the project during the course of its implementation, the decision of Secretary, DIT-GoI, shall be final and binding on both the institute.**
- xxiv. **A certificate of acceptance of terms and conditions as mentioned above may be given by the Chief Investigator/Head of the Institute.**

25. We, the following members of the Board of Governors certify that the Rules of the Society given above are correct: - (For Sukhmani Society for Citizen Services, Moga)

Sr. No.	Name & Designation	Address	Remarks	Signature
<b>Ex-Officio Members:-</b>				
1	Deputy Commissioner, Moga	Distt. Admn. Complex Moga.	Chairman/ CEO	
2	<b>Director Governance Reforms (Government of Punjab)</b>	SCO 193-195 Sec. 34A Chandigarh.	Member	
3	Any 2 SDMs as to be nominated by DC	Distt. Admn. Complex Moga.	Member	
	1) SDM Moga			
	2) SDM Nihal Singh Wala	Sub. Dvn. Nihal Singh Wala	Member	
4	<b>Commissioner, Municipal Corp.</b>	Municipal Corporation, Moga	Member	
	<b>Representative</b> (Joint Commissioner Municipal Corp.			
5	Chief Engr. (PSPCL)	Distribution (West) PSPCL, Bathinda	Member	
	<b>Representative</b> (Senior Executive Engineer)	City Division PSPCL, Moga,		
6	GM/TDM(BSNL)	Bharat Sanchar Nigim Ltd. Moga range, Ferozepur	Member	
	<b>Representative</b> D.T. (BSNL)	Bharat Sanchar Nigim Ltd. Moga		
7	One Rep. Of each of the implementing Bank(s)	Punjab & Sindh Bank (Leed Bank), Moga	Member	
	L.D.M Punjab & Sindh Bank (Leed Bank)			
8	ADC, PUDA	Greater Ludhiana Area Development Authority, Moga Range GLADA Complex, Ludhiana.	Member	
	Additional Chief Administrator, GLADA			
9	ADC (General)	Distt. Administrative Complex, Moga	Member-Secretary	
10	<b>District Chief health Officer</b>	Civil Hospital, Moga	<b>Member</b>	
11	<b>Disrict Technical Co-ordinator</b>		<b>Member</b>	
12	<b>ADC(Development )</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
13	<b>District Education Officer</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
14	<b>Project officer (DRDA)</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
15	<b>(DIO,NIC)</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
16	<b>District Panhayati Raj Officer</b>	Distt. Administrative Complex, Moga	<b>Member</b>	
<b>Nominated Members:-</b>				
17	<b>3 IT expert as nominated by Department of Governance Reforms</b>		Member	
18	<b>3 eminent citizens as nominated by Department of Governance Reforms</b>		Member	
<b>Co-opted Members</b>				
19	<b>Any other member which the BOG or the Govt. in the Department of Governance Reforms decide to co-opt.</b>		Co-Opted Members	
20	Any other member which the Governing Body decide to co-opt.		Co-Opted	

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

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

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

The various norms as set by Punjab State -E- Governance Society from time to time are followed.

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

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

**5. 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 Punjab State e Governance Society. The various services being provided by SUWIDHA centre Moga are as follows:-

**List of Services Provided at District Level**

No.	Name of Service(s)
1	Arm Licences related New Lic Issuance Services
2	Counter Signing of Documents
3	Character Verification
4	Issuance of Bus Passes
5	Issuance of Dependent Certificate
6	Issuance of Unmarried Certificate
7	Issuance and Renewal of Licenses for (Arm dealers, Cinema, Video Parlour)
8	Endorsement of SPA/GPA
9	Issuance of Nationality Certificate
10	Issuance of Copy of a Document
11	Registration of Marriage under Hindu Marriage Act
12	Issuance and Renewal of ID-Cards to Freedom Fighters
13	Appointment of Namberdar
14	Issuance of Birth Certificate
15	Issuance of Death Certificate
16	Attestation of Affidavits
17	Permission for Fair
18	Issuance of Indemnity Bonds
19	Issuance of Surety Bonds
20	Issuances of No Objection Certificates (Petrol Pump, Marriage Palace, Hotel & Restaurant , Cinema etc)
21	NEC (Non Encumbrance Certificate)
22	Copy of Old Registry
23	<b>Agriculture related (issue/renewal/of Licence of ed/Pesticide/ Fertilizer)</b>

24	Telephone Bill (BSNL)
25	RTI Applications
26	Document Attestation
27	Late Entry (Birth and Death)
28	Fitness Certificate for Conductor/Driving/Arms Lic.
29	Form Selling

Other Services

No.	Name of Service(s)
1	Residence, Backward, SC, Caste, Rural Area Certificates
2	Demarcation (Nishandehi)
3	e-Aadhar

**List of Services at Sub Division Level**

Sr.No.	Name of Services
1	Endorsement of SPA/GPA
2	Issuance of Copy of a Document/Inspection of Record & Misc
3	Issuance of Marriage Certificate
4	Issuance of Birth Certificate
5	Issuance of Death Certificate
6	Issuance of Affidavits
7	Issuance of Permissions
8	Issuance of Indemnity Bonds
9	Issuance of Surety Bonds
10	Issuances of No Objection Certificates
11	Non-Encumberence Certificate
12	Copy of Old Registry
13	Form Selling
14	Document Attestation
15	Late Entry (Birth & Death)
16	RTI Applications

Other Services

No.	Name of Service(s)
1	Residence, Backward, SC, Caste, Rural Area Certificates
2	Demarcation (Nishandehi)
3	e-Aadhar

**6. 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 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 are as follows:

1. Governing body meetings.
2. Complaint & Suggestion counter at SUWIDHA Centre.
3. Filling of Performance appraisal forms by the customers.
4. Officers & Staff of the SUWIDHA Centre interact with public at regular basis.

**7. 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

**8. A directory of its officers and employees.**

**Officers and Employees directory of Suwidha Centre, Moga are as follows.**

Sr. No.	Name	Designation
1	P.S. Gill, IAS,	Chairman-cum-Deputy Commissioner
2	S. Arvindpal Singh Sandhu PCS	A.D.C (G)
3	Smt. Surinder Kaur PCS	SDM-cum-Nodal Officer
4	Gurinderjit Singh	DSA
5	Mandeep Singh	Data Entry Operator
6	Gagandeep singh	Data Entry Operator
7	Avtar Singh	Data Entry Operator
8	Kamalpreet Singh	Data Entry Operator
9	Inderjeet Singh	Data Entry Operator
10	Kiranjeet Kaur	Data Entry Operator
11	Angrej Singh	Data Entry Operator
12	Kuldeep Kaur	Data Entry Operator
13	Gursewak Singh	Data Entry Operator
14	Sukhmander Singh	Data Entry Operator
15	Chetan Tulani	Data Entry Operator
16	Navtej Singh	Data Entry Operator
17	Varinder Kumar	Data Entry Operator
18	Gursharanjit Singh	Data Entry Operator
19	Jiwanpreet	Data Entry Operator
20	Mohinderpal Singh	Data Entry Operator
21	Mandeep Singh	Data Entry Operator
22	Varinder Kumar	Data Entry Operator
23	Balwinder Singh	Data Entry Operator
24	Chander Mohan	Data Entry Operator
25	Hardeep Singh	Data Entry Operator
26	Gagandeep Singh	Data Entry Operator
27	Amandeep Singh	Data Entry Operator
28	Shivdeep Puri	Data Entry Operator
29	Jaswinder Singh	Data Entry Operator
30	Gagandeep Singh	Data Entry Operator
31	Rajpinder Kaur	Data Entry Operator
32	Nirmal Singh	Data Entry Operator
33	Jaspreet Singh	Data Entry Operator
34	Gurpreet Singh	Data Entry Operator
35	Jaswinderjeet Singh	Data Entry Operator
36	Karamjit Kaur	Receptionist
37	Gian Chand	Urdu Patwari
38	Parveen	Sweeper
39	Gurmail Kaur	Sweeper
40	Amanpreet Singh	Peon
41	Baljinder Singh	Peon
42	Iqbal Singh	Peon
43	Pardeep Kumar	Peon

44	Parveen Kumar	Peon
45	Balwinder Singh	Peon
46	Sunder Ram	Peon
47	Rajinderpal singh	Peon
48	Raj Kumar	Peon
49	Ramandeep Singh	Peon

**9. 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	Current Salary
1	Gurinderjit Singh	DSA	31,500
2	Mandeep Singh	Data Entry Operator	10,500
3	Gagandeep singh	Data Entry Operator	10,500
4	Avtar Singh	Data Entry Operator	10,500
5	Kamalpreet Singh	Data Entry Operator	10,500
6	Inderjeet Singh	Data Entry Operator	10,500
7	Kiranjeet Kaur	Data Entry Operator	10,500
8	Angrej Singh	Data Entry Operator	10,500
9	Kuldeep Kaur	Data Entry Operator	10,500
10	Gursewak Singh	Data Entry Operator	10,500
11	Sukhmander Singh	Data Entry Operator	10,500
12	Chetan Tulani	Data Entry Operator	10,500
13	Navtej Singh	Data Entry Operator	10,500
14	Varinder Kumar	Data Entry Operator	10,500
15	Gursharanjit Singh	Data Entry Operator	10,500
16	Jiwanpreet	Data Entry Operator	10,500
17	Mohinderpal Singh	Data Entry Operator	10,500
18	Mandeep Singh	Data Entry Operator	10,500
19	Varinder Kumar	Data Entry Operator	10,500
20	Balwinder Singh	Data Entry Operator	10,500
21	Chander Mohan	Data Entry Operator	10,500
22	Hardeep Singh	Data Entry Operator	10,500
23	Gagandeep Singh	Data Entry Operator	10,500
24	Amandeep Singh	Data Entry Operator	10,500
25	Shivdeep Puri	Data Entry Operator	10,500
26	Jaswinder Singh	Data Entry Operator	10,500
27	Gagandeep Singh	Data Entry Operator	10,500
28	Rajpinder Kaur	Data Entry Operator	10,500
29	Nirmal Singh	Data Entry Operator	10,500
30	Jaspreet Singh	Data Entry Operator	10,500
31	Gurpreet Singh	Data Entry Operator	10,500
32	Jaswinderjeet Singh	Data Entry Operator	10,500
33	Karamjit Kaur	Receptionist	5,000
34	Gian Chand	Urdu Patwari	10,000
35	Parveen	Sweeper	7247
36	Gurmail Kaur	Sweeper	7247
37	Amanpreet Singh	Peon	7247
38	Baljinder Singh	Peon	7247
39	Iqbal Singh	Peon	7247
40	Pardeep Kumar	Peon	7247
41	Parveen Kumar	Peon	7247
42	Balwinder Singh	Peon	7247
43	Sunder Ram	Peon	7247
44	Rajinderpal singh	Peon	7247
45	Raj Kumar	Peon	7247
46	Ramandeep Singh	Peon	7247

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

Not Applicable

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

Not Applicable

**12. Particulars of recipients of concessions permit of authorizations granted by it.**

Not Applicable

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

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

**14. 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 has been started at the Suwidha Centre to Facilitate the Citizens
2. SMS facilities have been provided to the citizens who come to the Suwidha centre for different services.
3. Drinking water.
4. Suwidha Building Fully A.C
5. well sitting arrangement.
6. Latest guidelines, directions and order as issued by Punjab State e-governance society are available .
7. Site link of Moga SUWIDHA Centre is provided on <http://Moga.nic.in/>.
8. Public can also track their token status by using link <http://suwidhaonline.punjab.gov.in/OnlineStatus.aspx>

**15. 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	Name of Post presently held	Designation	Address	Office Phone No. with STD code/Mobile No.	Office Fax Number	Email ID
1.	S. Arvindpal Singh Sandhu	A.D.C (G)	1st Appelant Authority	Distt. Administrative complex, Moga	01636-234702		suwidhamoga@yahoo.com
2.	Smt. Surinder Kaur	SDM-cum-Nodal Officer (Suwidha)	P.I.O	Distt. Administrative complex, Moga	01636-234270		suwidhamoga@Yahoo.com
3.	S. Joginder Singh	Supdt.(G)	A.P.I.O	Distt. Administrative complex, Moga	01636-234400	01636-234400	suwidhamoga@yahoo.com

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

Not Applicable

**17. WORKING HOURS OF THE OFFICE**

The working time of the Office is 9-00 AM to 5-00 pm and lunch time is 1.30 pm to 2.00 pm.

