

11. GENERAL SERVICES

11.1 HOME AFFAIRS AND JUSTICE

Outlay - ` 259.45 Cr

11.1.1 Under this sub-head funds are provided for creation of building infrastructural facilities in the judiciary and police system, setting up of fast track courts etc. Priority will be given to complete the on going works first. Against an actual expenditure of ` 426.31 Cr incurred during the 11th Five Year Plan, an outlay of ` 713.53 Cr is provided for the 12th Five Year Plan. Against an actual expenditure of ` 45.09 Cr incurred during 2013-14, an outlay of ` 259.45 Cr is provided for the Annual Plan 2013-14.

Ongoing Schemes

CSS- Other Schemes

CS(HAJ)-45 Development of Infrastructure facilities for Judiciary including Gram Nyayalayas (75:25)

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

Outlay - ` 200.00 Cr

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

The status of the works undertaken in the state under this scheme is as under

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

- o **Judicial Court Complexes completed during 11th Five year Plan (2007-2012)**

Sangrur, Ludhiana, Jalandhar, Amritsar, Fatehgarh Sahib, Mansa, Patiala, Ropar, Rajpura, Nabha, Moonak, Malerkotla, Dhuri, Budhlada, Dasuya, Talwandi Sabo, Rampura Phool, Nakodar, Jagraon, Samana, Jalalabad, Abohar, Samrala, Muktsar, Phillaur and Mansa.

o **Judicial Court Complexes Completed upto 2013-14**

Pathankot, Gurdaspur, Phillaur, Malout and Barnala,

o **Works in Progress**

Judicial Complexes at Samrala, Mukatsar, Jalalabad, Abohar, Talwandi Sabho, Jagraon, Rampura Phul, Samana, Nakodar and Mansa.

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

o **Judicial Court Complexes to be completed**

Batala, Sardoolgarh, Batala 2nd block, TaranTaran, Zira, Khammano, Kapurthala, Ferozepur, Faridkot along with other works, Ajnala.

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

(` Cr)

| Government of Punjab | | Government of India | | |
|----------------------|-------------|--------------------------|---|--|
| Year | State Share | GOI Share to be received | Central Share received | Less funds released by GOI against the State Share |
| 2007-08 | 35.00 | 35.00 | 11.00 | 24.00 |
| 2008-09 | 35.00 | 35.00 | (` 2.68 Cr) was released by the GOI. ` 1.34 Cr Was released by the FD during the 2008-2009. | 32.33 |

| | | | | |
|--------------|---------------|---------------|---|---------------|
| 2009-10 | 82.00 | 82.00 | 0.00 | 82.00 |
| 2010-11 | 102.00 | 102.00 | 0.00 | 102.00 |
| 2011-12 | 120.00 | 120.00 | Balance Amount of ` 1.34 Cr out of 2.68 Cr was released by FD during 2011-12. | 120.00 |
| 2012-13 | 42.50 | 42.50 | 66.17 | Nil |
| 2013-14 | 33.28 | 99.84 | 120.00 | 20.16 |
| Total | 449.78 | 516.34 | 188.85 | 340.17 |

11.1.4 Against actual expenditure of ` 342.58 Cr incurred during 11th Five Year Plan, an outlay of ` 500.00 Cr is provided in the 12th Five Year Plan. Against an actual expenditure of ` 33.28 Cr incurred during 2013-14, an outlay of ` 200.00 Cr (` 150 cr CS + ` 50 Cr SS) is provided in the Annual Plan 2014-15.

Ongoing Schemes

State Funded Schemes

HAI-07 Setting up of Community Policing Suvidha Centres

Outlay - ` 5.00 Cr

11.1.5 With a view to provide basic police services through a single window system for the convenience of general public, Community Policing Project namely SAANJH was launched by the Government of Punjab in 2011. The main purpose of this project is to improve the Police image, involve and engage the community and collaborate with the public in handling the complaints, disputes and issues concerning the society.

11.1.6 Under the Community Policing Project SAANJH, district Saanjh Kendras (CPRCs), Sub Division Saanjh Kendras (CPSCs) and Police Station Saanjh Kendras (PSOCs) have been established. Under this project Community Affairs

Division (CAD) at Police Head Quarter, 4 Zones, 7 Ranges, 27 Districts, 114 Sub Divisions and 363 Police Station are connected with Central Server via internet. These Saanjh Kendras are providing 27 services related with Police Department to general public (Annexure-'A'), out of which 22 are time-lined through notification by the Punjab Government under Punjab Right to Service Act, 2011 and rest 5 services are under consideration to be brought under the ambit of Punjab Right to Service Act, 2011.

11.1.7 In the first phase, 82 Saanjh Kendras at Sub-Divisional level and 35 at Police Station level were operational on 17.10.2011.

11.1.8 In the meantime, a few more Saanjh Kendras were completed bringing the total to 90 Saanjh Kendras at Sub-Divisional level and 56 at Police Station level.

11.1.9 In second phase, 108 newly constructed Saanjh Kendras (3 at Sub-Divisional Level and 105 at Police Station level) operational on 22.02.2014.

11.1.10 Now total 250 Saanjh Kendras (94 at Sub-Divisional Level and 156 at Police Station level) are operational in newly constructed buildings.

11.1.11 These Saanjh Kendras are providing 27 services related with Police Department. Out of these 22 are time-lined under Punjab Right to Service Act, 2011.

11.1.12 In addition, since September, 2012 District Saanjh Kendra and Sub Division Saanjh Kendras have been designated as Dispute Redressal Centres. A Public Committee is nominated for each Saanjh Kendra to participate and decide on complaints concerning disputes and issues related to the society under the supervision of the concerned Community Police Officer with respect to following subjects :-

a. **Problems related with women and children** – Complaints/Issues pertaining to Crimes against Women and Children, Domestic Violence, Dowry Demand, Desertion of married women, Female foeticide, Abandonment of child after separation etc. are considered by Saanjh Committees. These Committees scrutinize the problem and attempt to find the legally acceptable solution and act accordingly.

As crimes against women are increasing day by day, arrangements have been made so that women do not have to visit Police Station to lodge a complaint. She can lodge each and every complaint at the concerned Saanjh Kendra and Police Public Committees finds the solution to her problem.

b. **Social Problems** - These committees are also handling the social crimes like caste disputes, religious disputes, accidental disputes, denial of equality to girls, child labour etc.

c. **Local Problems** - Local conflicts like disputes arising in colonies, streets, running of loud speakers at high volumes, selling of drugs at chemists shops, stalking at or near colleges etc. are also resolved by the participation of members of Saanjh Kendras with the officers of society.

Whenever a complainant/victim approaches Saanjh Kendras, an acknowledgement is given immediately having UID (Unique Identification Number) number and the department is bound to take action on this complaint within 15 days as notified by Punjab Govt.

11.1.13 The recurring expenses for the running of these Saanjh Kendras are met by levying facilitation charges.

11.1.14 All Saanjh Kendras are functioning highly efficiently and effectively. An officer of the rank of Inspector General of Police is posted as in-charge of Community Affairs Division, Punjab Police Head Quarter, Chandigarh under the supervision of Additional Director General of Police, Human Resources Development and Community Policing, Punjab, Chandigarh.

11.1.15. District Community Police Officer of the rank of SP/DSP have been designated in 27 Major/Minor Commissionerate/Districts, to act as the supervisory officers for community policing. At present posts of DCPOs are vacant in district Amritsar Rural, Mukatsar, Hoshiarpur and Kapurthala and a proposal has already been sent to fill these vacancies. The services provided by SAANJH KANDRAS are at Annexure - 'B'

Annexure-'B'

| Services Provided by SAANJH Kendras | | | |
|--|---|--|---|
| SN | Name of Service | Given Time Limit (Working days) | Facilitation Charges (In rupees) |
| 1 | Registration of Foreigners (Arrival and Departure) | Immediate | 100 |
| 2 | Extension of Residential Permit of Foreigner | 5 | 500 |
| 3 | Copy of FIR or DDR | Immediate | 5 per page |
| 4 | NOC for use of loud speakers | 5 | 100 |
| 5 | NOC for Fairs/Melas/Exhibitions | 5 | 500 |
| 6 | Stranger Verification (after receiving the verification from other District/State of which the stranger is a resident) | 5 | 50 |
| 7 | Tenant/ Servant Verification (if resident of local area) | 5 | 50 |
| 8 | Tenant/ Servant Verification (if resident of other District/ State and after receiving the verification from other District/ State) | 5 | 50 |
| 9 | Other Verification related services | 30 | 50 |
| 10 | Copy of untraced report in road accident cases | 45 | -- |
| 11 | Copy of untraced report in case pertaining to stolen vehicles. | 45 | -- |
| 12 | Copy of untraced report in theft cases | 60 | -- |
| 13 | NOC for pre-owned vehicles | 5 | 100 |
| 14 | Service Verification | 10 | 50 |
| 15 | Character Verification | 10 | 50 |
| 16 | Verification for renewal of Arms | 15 | 200 |
| 17 | NOC for issuance/ renewal of License of Arms Dealers | 15 | 500 |
| 18 | Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc. | 15 | 500 |
| Services Provided by SAANJH Kendras | | | |

| SN | Name of Service | Given Time Limit (Working days) | Facilitation Charges (In rupees) |
|----|--|---------------------------------|----------------------------------|
| 19 | Passport Verification | 21 | 100 |
| 20 | Verification for fresh Arms License | 30 | 200 |
| 21 | Acknowledge of Complaint | Immediate | |
| 22 | Action taken on Complaint | 15 | |
| 23 | MRG Enquiry in case of loss of passport abroad | -- | 500 |
| 24 | Other Services related with passport | -- | 100 |
| 25 | Appointment of retainer | -- | 100 |
| 26 | Addition/Deletion/Sale/Entry | -- | 100 |
| 27 | Counter sign of document | -- | 10 |

11.1.16 Against an actual expenditure of ` 31.30 Cr incurred during the 11th Five Year Plan, an outlay of ` 30.00 Cr is provided for the 12th Five Year Plan. Against an actual expenditure of ` 5.25 Cr during 2013-14, an outlay of ` 5.00 Cr is provided for the Annual Plan 2014-15.

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

Outlay - ` 2.00 Cr

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

(i) **Rapid Rural Police Response System :**

Under this system police systems will be available to the remotest rural areas in less than 20 minutes of call on a separate dedicated number i.e.'181'.

(ii) **Safe City :**

The 'Safe City' Project involves installation of smart cameras, various types of sensors and Automatic License Plate readers at all city entry and exit points, important traffic junctions, shopping malls etc. The implementation of the 'Safe City' project over the next 12-15 months at a cost of about ` 150 Cr would revolutionize policing and public safety operations in the state bringing it on par with the most modern cities in the world.

(iii) **Night Policing :**

The state government plans to roll out “Night Policing” all over the state in the year 2014-15 for improving the safety and security of its citizens. This concept is an overall security solution, involves mapping areas prone to criminal and terrorist activities and integration of information technology.

An expenditure of ` 2.66 Cr incurred during 2013-14, an outlay of ` 2.00 Cr is provided for the Annual Plan 2014-15.

Ongoing Scheme

Block Grants

BG 5 (HAJ-09) Police Training (13th FC)

Outlay - ` 50.00 Cr

11.1.18 The 13th Finance Commission has recommended ` 200.00 Cr for Punjab for upgradation the training facilities for the police personnel. No expenditure was incurred during the 11th Five Year Plan. However, an outlay of ` 150.00 Cr is provided for the 12th Five Year Plan. An outlay of ` 50.00 Cr is provided for the Annual Plan 2014-15.

11.2 POLICE HOUSING

Ongoing Schemes

CSS- Other Schemes

CS(PH)-37 National schemes for modernization of Police and other Forces

Outlay - ` 36.67 Cr

11.2.1 During the year 2013-14 crime situation in the state remained under control. An amount of ` 36.67 Cr has been allocated in Annual Plan 2014-15 important schemes are as under:-

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

11.2.2 The main objective of this scheme is to modernize the Police Forces (to modernization of mobility weaponry, communication, highway patrolling and

traffic management, vigilance and construction of police station etc) in the state. This cost will be shared between centre and state government in the ratio of 60:40. An outlay of ` 31.57 Cr (` 17.40 Cr as central share+` 16.17 Cr as state share) as 40% state share is provided in the Annual Plan 2014-15.

PH-06 Revamping of Civil Defence for (50:50) specific shared components-(50:50)

11.2.3 GOI provides funds as a 100% grant-in-aid to the States under this scheme. However, the training, camps, exercise and demonstration components of this scheme are equally shareable between the Centre and the States. No expenditure was incurred during the 11th Five Year Plan. However, an outlay of ` 5.19 Cr is provided for the 12th Five Year Plan. Against an outlay of ` 1.00 Cr incurred during 2013-14, an outlay of ` 1.00 Cr (` 0.50 Cr as central share + ` 0.50 Cr as state share) is provided for the Annual Plan 2014-15.

PH-05 Revamping of Civil Defence

11.2.4 GOI provides funds as a 100 % grant-in-aid to the States under this scheme. However, the training, camps, exercise and demonstration components of this scheme are equally shareable between the centre and the states. Ministry of Home Affairs, (Director General Civil Defence, CD section), Govt. of India has allocated an amount of ` 15.00 Cr during 2009-10 to all States/UTs under the Centrally sponsored Scheme -Revamping of Civil Defence set up in the country. Out of this amount ` 0.96 Cr were sanctioned/released during 2009-10 to the Punjab State (i.e Directorate of Punjab Home Guards and Civil Defences). This scheme is covered under the Centrally Sponsored Scheme -Civil Defence. Under this scheme inter-alia funds are also allocated/released to the States in shape of grants for revamping of civil defence.

11.2.5 Against an actual expenditure of ` 16.91 Cr incurred during the 11th Five Year Plan, an outlay of ` 30.00 Cr is provided for the 12th Five Year Plan. Against an outlay of ` 6.00 Cr incurred during 2012-13, an outlay of ` 2.50 Cr is provided for the Annual Plan 2014-15.

PH-04 Crime and Criminal Tracking

11.2.6 Under the crime and criminal Tracking Network & System (CCTNS),

all Police Stations are getting connected. Terrorist activities have been under effective surveillance. ` 1.50 Cr (100%, GOI share) is provided under the crime and criminal tracking system for the year 2014-15.

PH-07 Other Disaster Management Project

11.2.7 An outlay of ` 0.10 Cr (100%, GOI share) for other disaster management is provided for the Annual Plan 2014-15.

11.3 VIGILANCE

Ongoing Scheme

State Funded Scheme

VL-01 Purchase of land and construction of the building of Chowksi Bhawan, SAS Nagar, Mohali

Outlay - ` 5.00 Cr

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

11.3.2 Against an actual expenditure of ` 9.30 Cr was incurred during the 11th Five Year Plan, an outlay of ` 6.00 Cr is provided for the 12th Five Year Plan. Against an actual expenditure of ` 2.00 Cr incurred during 2013-14, an outlay of ` 5.00 Cr is provided for the Annual Plan 2014-15.

11.4 PRINTING AND STATIONERY

Outlay - ` 2.20 Cr

11.4.1 An outlay of ` 4.81 Cr was provided under this sub-head in the 11th Plan against which an expenditure of ` 28.17 lac was incurred. An outlay of ` 17.82 Cr and ` 6.25 Cr has been provided in the 12th Plan 2012-17 and Annual Plan 2012-13 respectively. An expenditure of ` 0.20 Cr was incurred

during 2012-13. Against an outlay of ` 3.69 Cr , an expenditure of ` 1.52 Cr was incurred during 2013-14. An outlay of ` 2.20 Cr is provided for Annual Plan 2014-15.

Ongoing Schemes

State Funded Schemes

PTS-01/1 Modernization of Punjab Government Presses

Outlay - ` 2.00 Cr

11.4.2 There are two Government Press which are situated at SAS Nagar and Patiala. The main aim of the scheme is to install new machinery of Modern Technique. An outlay of ` 4.27 Cr was provided in the 11th Plan against which an expenditure of ` 5.70 lac was incurred. An outlay of ` 17.41 Cr and ` 6.00 Cr has been provided in the 12th Plan 2012-17 and Annual Plan 2012-13 respectively. An expenditure of ` 0.20 Cr was incurred during 2012-13. Against an outlay of ` 3.46 Cr, an expenditure of ` 1.52 Cr was incurred during 2013-14. An outlay of ` 2.00 Cr is provided for Annual Plan 2014-15.

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

Outlay - ` 0.20 Cr

11.4.3 The Government Press, Patiala requires upgradation i.e. construction of covered hall for storing of cutting and waste paper of printed material and installation of new tubewell. An outlay of ` 49.39 lac was provided in the 11th Plan against which no expenditure was incurred. The scheme required to be carried out in 12th Five Year Plan. An outlay of ` 35.58 lac and ` 20.00 lac has been provided in the 12th Plan 2012-17 and Annual Plan 2012-13 respectively. No expenditure was incurred during 2012-13 and 2013-14. An outlay of ` 0.20 Cr is provided for Annual Plan 2014-15.

11.5 MAHATMA GANDHI STATE INSTITUTE OF PUBLIC ADMINISTRATION

Ongoing Scheme

State Funded Scheme

MGSIPA-01 Establishment of Administrative Training Institute

Outlay - ` 4.50 Cr

11.5.1 The construction of the 1st Phase of Mahatma Gandhi State Institute of Public Administration, which includes Administrative Complex, Convention Hall, Auditorium, Library, Academic Block and minimum hostel accommodation,

is almost complete. The Campus building is spread over 12 acre which includes convention centre, auditorium, academic block, sports complex hostel, Amphitheatre & Library Block, out of these blocks, auditorium, sports complex and Amphitheatre are lying incomplete. Against the expenditure of ₹ 13.44 Cr in the 11th Plan, an outlay of ₹ 40.00 Cr has been provided for 12th Five Year Plan. An expenditure of ₹ 1.02 Cr was incurred during 2012-13. Against an expenditure of ₹ 4.41 Cr during 2013-14, an outlay of ₹ 4.50 Cr (₹ 245.60 lac for capital content + ₹ 204.04 lac for revenue) has been provided for Annual Plan 2014-15.

11.6 REVENUE & REHABILITATION

Outlay - ₹ 12.82 Cr

11.6.1 Under this sub-head, funds are provided for setting up of Divisional Offices/District/Tehsil Complexes, modernization/computerization of land records, construction of bar rooms, advocate chambers and bar libraries and disaster management. Against an actual expenditure of ₹ 19.18 Cr incurred during the 11th Five Year Plan, an outlay of ₹ 47.55 Cr is provided for the 12th Five Year Plan. Against an outlay of ₹ 15.51 Cr during 2013-14, an outlay of ₹ 12.82 Cr is provided for the Annual Plan 2014-15.

Ongoing scheme

CSS- Other Scheme

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

Outlay - ₹ 12.82 Cr

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

- To usher in a system of updated land records
- Automated and automatic mutation
- Integration between textual and spatial records

- o Inter-connectivity between revenue and registration
- o To replace the present deeds registration and presumption title system with that of conclusive titling with title guarantee

The components of NLRMP are as under:-

(a) Computerization of Land records (100% centre share)

- (i) Data Entry/re-entry/data conversion/mutation entry
- (ii) Digitization of Cadastral maps and integration of textual and spatial data
- (iii) Tehsil, Sub-division and district data centres
- (iv) State level data centres
- (v) Inter-connectivity amongst revenue office

(b) Survey/re-survey and updating of survey & settlement records (including ground control network and ground truthing)(50:50)

(c) Computerization of Registration (25:75)

- (i) Data entry of valuation details
- (ii) Data entry of legacy encumbrance data
- (iii) Scanning & preservation of old documents

(d) Modern records rooms/land records Management centres at tehsil/block level(50:50)

(e) Training & Capacity building(100%)

- (i) Training, workshops etc.
- (ii) Strengthening of Revenue training institutes

Project Status in Punjab

11.6.3 The Integrated Land Management System (ILMS) project for Computerization of Land Records and Registration of Documents for the State of Punjab was started on 4th November, 2006 by the Revenue Department through Punjab Land Records Society. The Society draws its income by charging facilitation fee @ ` 150 per document registered which has now been increased

to ₹ 500 per document. This money is used for infrastructure, upgradation and Land Records Project Management. The ILMS is being implemented under PPP paradigm under Build Operate Own and Transfer basis. M/s Microsoft Inc is the Technology Partner and M/s CMC Ltd (Sangrur and Barnala) and M/s CMS Ltd (For rest of Punjab) are the Boot Operators.

Status of the Project

11.6.4 The Registration of Deeds is being done using the PRISM software of NIC at all the 153 Sub Registrar Offices of the State. New comprehensive software of Registration of Documents is under development. This software will be integrated with Land Records and will help in capturing information from Land Records for Registration, control over envision of Stamp Duty, registering auto mutations in the land records. Work of Digitization of Mussavis is under progress. Once the data entry of all the documents is complete, computerized copies of Records of Rights (ROR) and other reports will also be automatically generated from the remaining Fard Kendras in the state. With the help of High Resolution Satellite Imagery, a Land Survey Project is being undertaken in select location of Punjab by establishing Ground Control Points and super imposing the digitized Mussavis. The project envisages updation of Land Records as per the ground reality and will ease land demarcation and partition in a transparent manner. 167 Fard Kendras have already been opened and record of about 12538 villages have been computerized.

11.6.5 Under this scheme, an amount of ₹ 10.86 Cr was sanctioned for the Punjab (Bathinda, Jalandhar and State level Data Centre) during 2008-09 by Ministry of Rural Development, (Department of Land Resources – Land Reforms Division), Govt. of India. Out of this amount, ₹ 8.14 Cr as a 1st installment towards the central share was released during 2008-09. This amount is yet to be released/utilized. Balance amount of ₹ 2.71 Cr is also yet to be released by GOI. Against an actual expenditure of nil incurred during the 11th Five Year Plan, an outlay of ₹ 7.50 Cr is provided for the 12th Five Year Plan. Against an outlay of ₹ 7.50 Cr during 2013-14, an outlay of ₹ 12.82 Cr is provided in Annual Plan 2014-15 as 80% of GOI share whereas 20% state share ₹ 3.20 Cr is concerned, it would be spent through Punjab Land Records Society (PLRS) from its own resources.