

**Section 4(1)(b)(I) Manual-
(i)**

The particulars of the organization, functions and duties

Complaint & Enquiry Section

Sr.No.	Name of Organization/Department/Board/Corporation/Institution	Function and duties (in brief)
11	Additional Commissioner / Joint Commissioner/Assistant Commissioner	The disciplinary cases of the erring employees are recommended by the Joint Commissioner to Commissioner for taking action under various rules of Punjab Civil Services (Punishment and Appeal Rules-1970).

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

Section 4(1)(b)(II) Manual-
(ii)
The powers and duties of the officers and employees are

Complaint & Enquiry Section		
Sr. No.	Name of the Post	Powers and duties (In Brief)
1	Superintendent	The disciplinary cases against the erring employees sent by the different branches of the corporation are processed by the Complaint and Enquiry Assistants such cases are forwarded to the Joint Commissioner for taking necessary order from the Commissioner who is the punishing authority for the non-provincilised cadre and recommending authority to the Local Government for the officials of Provincilised Cadre.
2	Complaint & Enquiry Assistant	Their duty is to examine the disciplinary case and submit detail report to the Superintendent, Complaint & Enquiry.

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Mrs. Surbhi Malik (IAS)
 Add. Commissioner

Supdt, C&E Section.

Section 4(1)(b)(III) Manual**I-(iii)**

Procedure following the decision making process including channels of supervision and accountability. Procedure followed in the approval of the cases of providing services, purchases and policy matters are put up after the administrator approval in the Corporation house and F&CC. The matter of the meeting is sent to Govt for approval. The accountability is as per the PMCA Act 1976 & other applicable Laws/ Govt notification

Complaint & Enquiry Section				
All matters relating to service conditions of employees.	To handle and settle with all matters relating to the establishment of MCL	Clerk/Sr. Assistant	Superintendent/ Joint Commissioner/ Addl. Commissioner	Commissioner
<p>The detail report of the disciplinary cases are submitted by the Complaint and Enquiry Assistant after going through the complete case to the Superintendent, Complaint & Enquiry for taking further necessary action. The Complaint & Enquiry Assistants are accountable for dealing with such disciplinary cases. The Superintendent, Complaint & Enquiry supervises the work of Complaint & Enquiry Assistants. Reports which are submitted by the Complaint & Enquiry Assistants are forwarded to the Head of the Branch i.e. Joint Commissioner for taking action under Punjab Civil Services (Punishment & Appeal Rules- 1970). The Joint Commissioner after making his recommendation on the reports send the case to the higher authority i.e. Commissioner, Municipal Commissioner, Ludhiana for orders.</p>				

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Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

**Section
4(1)(b)(IV) Manual -(iv)**

Following are the norms set for the discharge of the functions

Complaint & Enquiry Section		
Sr.No.	To deal with the service conditions related matter of all employees	No Norms fixed. probably within 15 days
1	No norms fixed. The different reports are made within a period of not more than 10 days.	

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

Section

4(1)(b)(v)M

annual

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(v)

Following rule, regulations, instructions, manuals and record, used by employees for discharging functions

Complaint & Enquiry Section

S.N	Name of the Act	Name of Rules	Name of the Manuals	Instructions (Write Circular No./Date)	Any other record/document
1	Punjab Municipal Corporation Act, 1976	The Punjab Civil Services Rules	Relevant of Punjab CSR	As issued by the Local Govt Pb.. from time to time	-----
2	-	-	Punjab Civil Services (Punishment & Appeal Rules- 1970)	Various Govt. Instructions/Guidelines issued by the Local Govt. till time are complied by the Complaint & Enquiry Section.	

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Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

Section**4(1)(b)(VI) Manual -(vi)****Statement of the categories of documents that are held or under control**

Sr.No	Category of Documents
Complaint & Enquiry Section	
1	The disciplinary cases where the punishing authority issues various orders, are sent to the concerned branch of the employee/official for necessary entry in the services book and for audit purpose etc.

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Mrs. Surbhi Malik (IAS)
 . Add. Commissioner

Supdt, C&E Section.

Section**4(1)(b)(VII) Manual -(vii)****(Complaint & Enquiry Section)**

The particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof.

Sr.No.	Details/Type of arrangements made
1	Sh. Manoj Kumar Superintendent has been appointed as Public
2	Information Officer to provide information to the general public
3	through Zonal Commissioner.

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Mrs. Surbhi Malik (IAS)
Add. Commissioner

Name And Designation
Supdt, C&E Section.

**Section 4(1)(b)(VIII)
Manual -(viii)**

Statement of the boards, Councils, Committees and other bodies for advice

Meeting/Minutes of the such constituted committees are open to Public or not is rely depends upon the decision of the elected House/Commissioner.

Meeting/Minutes of the such constituted committees are open to Public in the Supervision Joint Commission is rely depends upon the decision of the elected House/Commissioner.

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Name And Designation

Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

Section 4(1)(b)(IX)
Manual -(ix)

DIRECTORY OF THE OFFICERS AND EMPLOYEES

S.No	Name of the Officer/Employee	Designation	Posting	Office Telephone Number	
Branch:- Complaint & Enquiry Section					
1	Mrs. Surbhi Malik (IAS)	Add. Commissioner	C&E Cell	2748411	
2	Sh. Manoj Kumar	Superintendent	C&E Cell	2748411	
3	Sh. Surinder Bali	Assistant	C&E Cell	2748411	
4	Smt. Rupinder Kaur	Clerk	C&E Cell	2748411	
5	Sh. Pardeep Kumar	Peon	C&E Cell	2748411	

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Mrs. Surbhi Malik (IAS)

Name And Designation

Add. Commissioner

Supdt, C&E Section.

**Section 4(1)(b)(X) Manual
-(x)**

Monthly remuneration of officers/employees Complaint &

Enquiry Section

Sr. No	Name of the Officer /employee	Designation	Branch	Basic (Rs)	Total(Basic + Allowances (Rs)	Fixed (Rs)
1	Mrs. Surbhi Malik (IAS)	Additional Commissioner	C&EBr.	29300	45698	
2	Sh. Manoj Kumar	Superintendent	C&EBr.	25250	58998	
3	Smt. Gursharan Kaur	Senior Assistant	C&EBr.	22600	47946	
4	Smt. Rupinder Kaur	Clerk	C&EBr.	10330	15350	
5	Sh. Pardeep Kumar	Peon	C&EBr.	7310	11085	

Note: Preferably S.No of Manual (IX) and Manual (X) should be same

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Name And Designation

Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

Section 4(1)(b)(XI)
Manual-(xi)

Budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditure and reports on disbursements made

(Rs.inLacs)

Sr.No.	Head/Item of the budget	Proposed expenditure during the year	Disbursement made 2008-2009
Complaint & Enquiry Section			
There is no separate budget regarding the Complaint & Enquiry Section.			

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Name And Designation

Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

**Section
4(1)(b)(XII)Manual -
(xii)**

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

Sr.No.	Scheme under subsidy given	Manner of execution of subsidy programme	Amount allocated (Rs.)	Details of beneficiaries
1	Complaint &	NA	NA	N A

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Name And Designation

Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

**Section
4(1)(b)(XIII) Manual-
(xiii)**

Particulars of recipients of concessions, permits of authorisation granted Complaint

& Enquiry Section

Sr.No.	Concessions/Permits/ Authorization grant	Name of the recipient	Address of the recipient
1	-	NA	NA

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Name And Designation

Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

**Section
4(1)(b)(XIV) Manual
-(xiv)**

Information, available, reduced in an electronic form.

www.mcludhiana.com is the Website of Municipal Corporation, Ludhiana, which is under construction and following information have been uploaded.

- * Details about some of the Manuals U/s of the RTI Act.
- * Punjab Municipal Corp. Act 1976
- * City Development plan
- * FoP
- * Officers Telephones No & Branches
- * Tender
- * Utility forms
- * JNNURM Project
- * Nehru Planterium
- * Requirements: Agencies required for supply of Computers, Printers, Server, Agencies for repair of Computer/server Hardware and agencies willing to develop software related to MCL day to day working.

* Municipal Account code.

* Building Bye-Laws

In addition to above following type of information is available

Sr.No.	Type of Information And type of development/maintenance works.
1	Complaint & Enquiry Section -NA-

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Name And Designation

Mrs. Surbhi Malik (IAS)
Add. Commissioner

Supdt, C&E Section.

Section 4(1)(b)(XV) Manual-(xv)

Particulars of facilities available to citizens for obtaining information Complaint & Enquiry Section

Enquiry Section

S.N	Facilities available	Remarks (No. of days in a week / Timing etc.)
1.	Branch & Address: (i) Branch Name & Address (ii) Name of the Branch Head (iii) Telephone No of Branch Head (iv) For Complaints/Enquiry /suggestions etc(a) Telephone No (b) E-	Complaint & Enquiry Section, Main Office, Mata Rani Chowk, Ldh. Sh. Amarjit Singh Sekhon 2464922 2748411

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Mrs. Surbhi Malik (IAS)

Name And Designation

Add. Commissioner

Supdt, C&E Section.

**Section
4(1)(b)(XVI)Manual-
(xvi)**

Complaint&EnquirySection

Names, designation and other particulars of the Public Information Officers MUNICIPAL CORPORATION LUDHIANA

NameofthepublicAuthourity MCL e-mail:
Fax:- 0161-2464752
Ph.No 0161-2452907

AppellateAuthourity

**Sh. Amarjit Singh Sekhon
PCS Joint Commissioner**

Following are the officers designated as PIO& APIO

Sr No	Name	Designat edas	Zone /Department	Post	OfficeA ddress	OfficeTelep honeNumb er
1	Sh. Manoj Kumar	PIO	C&E Br.	Supdt.	-	-
2	Smt. Gursharan Kaur	APIO	C&E Br.	Sr. Asstt.	Main Office Mata Rani Chowk, M.C, Ludhiana.	2748411

It is certified that the aforesaid information is correct and the same may be uploaded at the MCL website.

Mrs. Surbhi Malik (IAS)

Name And Designation

Add.Commissioner

Supdt, C&E Section.

Section4(1)(C) -

Manual Complaint & Enquiry Section Publish all relevant facts while foomulaling important polices or annexing the decision which affect public.

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Name And Designation

Mrs. Surbhi Malik (IAS)
Add.Commissioner

Supdt, C&E Section.