



AUGUST 6, 2018

**RFP FOR  
ENGAGEMENT  
OF AUDITORS  
FOR DISTRICT WISE  
FINANCIAL AUDIT OF  
SEWA KENDRAS**

PUNJAB STATE E-GOVERNANCE SOCIETY (PSEGS)  
DEPARTMENT OF GOVERNANCE REFORMS  
D-241, PHASE 8B, INDUSTRIAL AREA, MOHALI



# Disclaimer

1. Though adequate care has been taken while issuing this RFP, the Applicant C.A Firm should satisfy himself that the document is complete in all respects. Intimation of any discrepancy shall be given to this office (as mentioned below) immediately. If no intimation is received by this office within 3 days from the date of issue of the RFP, then this office shall consider that the document received by the Applicant Firm is complete in all respects and that the Applicant Firm is satisfied that the RFP is complete in all respect.
2. Punjab State e-Governance Society (PSeGS) reserves the right to change any or all of the provisions of this RFP before date of submission. Such changes would be intimated to all parties procuring this RFP before date of submission.
3. PSeGS reserves the right to reject any or the entire Proposal without assigning any reasons whatsoever. No correspondence will be entertained on this account.

## Bid Data Sheet

1.	<b>Name of the Work</b>	Engagement of Auditors for district wise financial audit of Sewa Kendras
2.	<b>Descriptions and Objectives of the Assignments</b>	<ol style="list-style-type: none"> <li>1. Audit and reconciliation of Govt. fees and facilitation charges collected through Sewa Kendras</li> <li>2. Calculation of penalties as per SLAs</li> <li>3. Calculation of depreciation cost of IT hardware provided by Service Operator/s of Sewa Kendras</li> <li>4. Audit and reconciliation of reimbursable expenses such as Electricity Bills, Diesel etc.</li> </ol>
3.	<b>Language of Documentation</b>	English
4.	<b>Mode of submission of bids</b>	By Speed/ Registered Post/ By Hand (Open Tender)
5.	<b>Cost of Tender Document</b>	Rs. 5,000/-
6.	<b>Method of Selection</b>	L1 basis (District wise)
7.	<b>Duration of Assignment</b>	8 weeks
8.	<b>Date of starting of sale/downloading of Tender Documents.</b>	06 <sup>th</sup> August 2018 03:00 PM onwards
9.	<b>Last date of submission of pre-bid Queries</b>	09 <sup>th</sup> August 2018 upto 03:00 PM
10.	<b>Date of Pre-bid conference</b>	10 <sup>th</sup> August 2018 at 12:30 PM
11.	<b>Date of Issuance of Clarifications (if any)</b>	13 <sup>th</sup> August 2018
12.	<b>Last Date/Time for submission of Bids</b>	18 <sup>th</sup> August 2018 upto 03:00 PM
13.	<b>Opening of Bids</b>	18 <sup>th</sup> August 2018 at 04:00 PM
14.	<b>Pre-bid meeting/Bid Submission Address</b>	<p>The Member Secretary, PSeGS, Department of Governance Reforms, Plot No. D-241, Phase 8B, Industrial Area, Mohali (Punjab) Contact No. 09878424584 Email Id: <a href="mailto:vinesh.gautam@punjab.gov.in">vinesh.gautam@punjab.gov.in</a></p>
15.	<b>Website</b>	<a href="http://www.dgrrpunjab.gov.in">www.dgrrpunjab.gov.in</a>

## Preface

1. The Punjab State e-Governance Society (PSeGS) intends to engage auditors for district wise financial audit of 2139 Sewa Kendras established in urban and rural areas of the State. These Kendras were providing G2C services to facilitate the citizens by charging facilitation charges for delivery of services. The State Government decided to rationalize the Sewa Kendras from 2139 to 514 Sewa Kendras from August 2018. 2139 Sewa Kendras were operationalized from August 2016 onwards in phased manner and were operated and maintained by private service operator upto 29<sup>th</sup> July 2018.
2. This Request for Proposal (RFP) is being released by Punjab State eGovernance Society (herein after referred as “PSeGS”), a society set up under the aegis of Department of Governance Reforms, Government of Punjab. The PSeGS has been appointed by Government of Punjab as implementing agency for Sewa Kendras project.
3. The purpose of this document is to:
  - i. Provide an overview of the Sewa Kendra Project as envisioned by the Government of Punjab.
  - ii. Provide scope of the project.
  - iii. Elicit proposals from competent and eligible Companies/ Organizations for undertaking the audit as Auditor.
4. This RFP is not an offer by the PSeGS, but an invitation for obtaining bidder response. No contractual obligation of PSeGS whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of PSeGS with the selected auditor (s).

## About PSeGS

1. Punjab State eGovernance Society (PSeGS) administers the implementation of eGovernance projects for the overall benefit of the citizens and public by setting up the necessary administrative, financial, legal and technical framework, implementation mechanism and resources in the State of Punjab. It facilitates establishment of service centers by various methods as an innovative way of providing public facilitation and citizen services where citizens can get various desired information and services.
2. Brief Objectives and functions of the Society:
  - a. To take all necessary steps to promote efficiency, reduce delays; enhance accountability, transparency and objectivity in the functioning of the government through service delivery.
  - b. To assist the Department of Governance Reforms in formulating and implementing policies, procedures and guidelines for the adoption of Information Technology and e-Governance for improvement of citizen services through various government departments & agencies and ancillary activities & services.
  - c. To administer the implementation of eGovernance projects for ensuring use of Information Technology for masses and to lay down the necessary administrative, financial legal and technical framework and resources for the IT enabled Citizen Services.
  - d. To workout revenue models and modalities for providing Citizen Services through use of IT on a public-private partnership model for its self-sustainability and to encourage private sector initiative in IT related infrastructure and services. This would include working out all commercial modalities and revenue model including Franchise Model in citizen services.
  - e. To collect revenue and to issue receipts on behalf of the various Departments and Organizations. Such receipts shall have same legal validity as if these were an actual receipt issued by the concerned department or organization. Transfer the revenue collected to the concerned departments and organizations or to authorize a suitable authority, committee, sub-committee or society for these purposes on behalf of the E-Governance Society.

## About Sewa Kendras

1. Government of Punjab aims to provide different type of services (Government to Citizen (G2C), Government to Business (G2B) and Government to Employee (G2E)) anytime, anywhere in a hassle free, transparent and time-bound manner. Looking at the digital literacy, the GoP plans to leverage various delivery channels like Sewa Kendras, Online, Mobile Apps etc.
2. Sewa Kendras are being used as a common front end for various departments. Sewa Kendras offers the facility to integrate with automated back-end and also those departments which are processing the applications manually.
3. There were approximately 2139 Sewa Kendras in the urban and rural areas of the State of Punjab. Approximately 170 Services are being delivered through Sewa Kendras. All Sewa Kendras have basic facilities for service delivery including ICT and Non-ICT infrastructure, good ambience, and amenities for citizens. It has been decided that the services shall now be delivered from 514 Sewa Kendras.
4. There were 3 types of Sewa Kendras:
  - a. Type I - 6 counters (District HQ)
  - b. Type II - 3 counters (Urban Area)
  - c. Type III - 1 counter (Rural Area)
5. For operational perspective, State was divided in three Zones. The tentative number of Sewa Kendras were as per details below:

Zone	District	Type 1	Type 2	Type 3
Zone 1	Amritsar	1	39	113
	Gurdaspur	1	0	142
	Hoshiarpur	1	17	123
	Jalandhar	1	33	108
	Kapurthala	1	15	54

Zone	District	Type 1	Type 2	Type 3
	Pathankot	1	3	38
	SBS Nagar	1	5	49
	Tarn Taran	1	3	94
<b>Zone 1 Total</b>		<b>8</b>	<b>115</b>	<b>721</b>
Zone 2	Barnala	1	10	40
	Fatehgarh Sahib	1	10	38
	Ludhiana	1	46	144
	Patiala	1	31	113
	Rupnagar	1	15	56
	SAS Nagar	1	34	45
	Sangrur	1	25	114
<b>Zone 2 Total</b>		<b>7</b>	<b>171</b>	<b>550</b>
Zone 3	Bathinda	1	34	89
	Faridkot	1	2	43
	Fazilka	1	6	77
	Ferozepur	1	11	70
	Mansa	1	10	60
	Moga	1	11	70
	Muktsar	1	4	73
<b>Zone 3 Total</b>		<b>7</b>	<b>78</b>	<b>482</b>
<b>Grand Total</b>		<b>22</b>	<b>364</b>	<b>1753</b>

6. The Service wise transaction volume of various G2C services delivered is attached at following Annexures:
- District Wise Transactions volume : Annexure 'D'
  - Service Wise Transactions: Annexure 'E'

7. Service Operator through its manpower collected the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issue receipt. As per agreement, Service Operator was required to deposit the government fees at designated treasury bank branches within one working day. However the facilitation charges collected for G2C services was deposited in account of Service Operator.
8. The Service Operator for operations, maintenance and management of Sewa Kendras were as follows:

Zone No.	Name of SPV
1	M/S BLS E-Solutions Pvt. Ltd.
2	M/s BLS IT Services Pvt. Ltd.
3	M/S BLS E-Services Pvt. Ltd.

## Scope of Work

The audit should be carried out in accordance with the relevant standards of auditing and will include such tests and controls as the auditor may consider necessary. In conducting the audit, special attention should be paid on the following:

- i. Reconciliation of Statutory Fee collected from the citizens and deposited in Government Treasury by the Service Operator from August 2016 to 29th July, 2018.
- ii. Reconciliation of facilitation charges collected from the citizens and reported to GoP by the Service Operator from August 2016 to 29th July, 2018.
- iii. Calculation of SLA's and penalties for all the districts in the State of Punjab.
- iv. Derive final Depreciated Value of the IT Hardware provided by Service Operator in the year 2016.
- v. Audit and reconciliation of reimbursable expenses such as Electricity Bills, Diesel etc.



# Eligibility Criteria

## 1. Technical capabilities:

- a. C.A. Firm (Lead firm and/or associate separately) should have at least 5 years of experience of working in the internal and statutory audit of Books and Accounts in Government sector/PSUs.
- b. The C.A. firm must be CAG empaneled.
- c. The Firm must be registered with ICAI (Institute of Chartered Accountants of India) and operational in India since last 5 (Five) years on the date of publish of this RFP and must remain operational thereafter.
- d. The Firm must not have been blacklisted or Debarred by any state Govt./ Govt. Agency/ PSU/ Gol during last three years on date of submission of tender. The firm must submit an affidavit to this effect signed by authorized signatory as mentioned in the RFP

# General Terms and Conditions

1. All Communication should be addressed to:

The Member Secretary, PSeGS  
Department of Governance Reforms,  
Plot No. D-241, Phase 8B, Industrial Area, Mohali (Punjab)  
Contact No. 09878424584  
Email Id: vinesh.gautam@punjab.gov.in

2. The PSeGS reserves the right to accept or reject in part or as a whole, any of the proposal received without assigning any reason thereof.
3. Cost of Tender document (non-refundable) as mentioned in bid data sheet, will be in the form of Demand Draft drawn on a Nationalized/ Scheduled Bank, in favor of "The Member Secretary, PSeGS" payable at Mohali. This may be noted that the firm submitting proposal for more than one district has to submit only one tender fee.
4. The tender shall be submitted in the Office as per address mentioned in data sheet on all working days between 07<sup>th</sup> August 2018 at 09:00 Hrs to 18<sup>th</sup> August 2018 till 15:00 Hrs, either by registered post/Speed post or by hand. Only those bids will be entertained whose cost of tender document (tender fee) is received before 15:00 Hrs, dated 18<sup>th</sup> August 2018, PSeGS will not be held responsible for the postal delay, if any, in the delivery of the document or non-receipt of the same.
5. The bidders will be required to submit the EMD of Rs. 5,000/- multiplied by number of districts proposal submitted for in form of Demand Draft drawn on a Nationalized/ Scheduled Bank, in favor of "The Member Secretary, PSeGS" payable at Mohali.
6. The tender may be awarded to multiple Audit firms based on L1 rates quoted by the firms. This is to inform that in case of no bid district, PSeGS

reserves right to offer the district to the L1 audit firm in adjoining district on pro rata basis.

7. Submission of Proposal: Bidders will submit their proposal at the address mentioned in bid data sheet within the time frame as specified in the RFP:
  - a. Envelope 1: Demand Draft (In original) of Tender fees and EMD superscripted as “Tender Fee and EMD for Audit of Sewa Kendras”
  - b. Envelope 2: Technical Proposal superscripted as “Technical Proposal for Audit of Sewa Kendras” with the all documents inside as per list of documents given in RFP.
  - c. Envelope 3: Financial Proposal superscripted as “Financial Proposal for Audit of Sewa Kendras” in the duly filled in Financial Proposal Formats as given in the RFP.
  - d. The above mentioned all 3 sealed covers shall be kept in an envelope of bigger size and shall be properly sealed and super scribed with the name of Firm, its address.
  - e. The interested bidders should confirm their participation and must submit their queries through post or email to <mailto:vinesh.gautam@punjab.gov.in> in writing before date and time mentioned in bid data sheet. Queries received after the set time limit shall not be considered in the pre bid conference. The PSeGS shall endeavor to respond to the queries within the period specified therein. PSeGS will upload replies to all such queries on the Official Website. PSeGS reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause, shall be construed as obliging PSeGS to respond to any question or to provide any clarification.
  - f. Pre-bid Conference will be held as per schedule mentioned in bid data sheet to clarify the pre-bid queries. All the C.A. Firm who are interested for this proposal, are requested to attend the pre bid meeting. Only those Applicant Firms, who have downloaded the RFP from the Website, shall be allowed to participate in the Pre-Proposal/Proposal Conference. A maximum of two representatives of

each Applicant firm shall be allowed to participate on production of an authority letter from the Applicant firm. During the course of Pre-Proposal/Proposal Conference, the Applicant firms will be free to seek clarifications and make suggestions for consideration of PSeGS. The PSeGS shall Endeavour to provide clarifications and such further information as it may, in its sole discretion, considered appropriate for facilitating a fair, transparent and competitive Selection Process.

- g. For any other clarifications related to bid submission, firms may contact Sh. Vinesh Gautam, GM (Tech) on telephone no: 09878424584 before the last date of submission of the bid document during working hours.

#### **8. Language of the proposal:**

Applicant Firms are required to furnish all information and documents, as called for in this Document, in English Language. Any printed literature furnished by the Applicant Firm may be in another language, provided that this literature is accompanied by an English translation, in which case, for the purpose of interpretation of the document, the English version duly authenticated will prevail.

#### **9. Signing of the proposal:**

- a. Proposal shall be signed by the Applicant Firm or by his duly authorized person holding power of attorney for signing the Proposal document. A copy of registered power of attorney shall accompany the Proposal.
- b. In case the Proposal is submitted by a proprietary firm, it shall be signed by the proprietor giving his full name and also full name of his firm with present address.
- c. In case the Proposal is submitted by a partnership firm, it shall be signed by the authorize partners/Lead Partner of the firm otherwise Proposals shall not be considered in the process of Proposal evaluation in case of the Proposal being submitted by one partner firm, such firm would have to be declared as lead partner by all other partners. All the correspondence would be done in the name of lead partner only.
- d. If the Proposal is submitted by a company, it shall be signed by a duly authorized person holding power of attorney for signing the Proposal

document. A certified copy of registered power of attorney shall accompany the Proposal.

- e. The original Proposal shall be printed, typed or written in ink, and shall be signed by a person or persons duly authorized to sign on behalf of the Applicant Firm. All pages of the Proposal and where entries or amendments have been made shall be initialed by the person or persons signing the Proposal.
- f. The Proposal shall ordinarily contain no alterations or additions, except those to comply with instructions issued by the Department, or as may be necessary to correct errors made by the applicant in which case the person or persons signing the Proposal shall initial such corrections.
- g. All witnesses and sureties shall be persons of status and probity. Their full names, occupations and addresses shall be provided below their signatures. All signatures shall be dated.

**10. Cost of proposal:**

- a. The Applicant Firm shall bear all costs associated with the preparation and submission of its Proposal, including cost of presentation for the purposes of clarification of the Proposal, if any.
- b. PSeGS in no case shall be responsible or liable for any such costs regardless of the conduct or outcome of the bidding process.
- c. Any Applicant Firm wishing to undertake any Sewa Kendra visits for familiarization with site conditions may do so. All costs towards Sewa Kendras visits, conference and submission of documents shall be borne by the Applicant Firm themselves.
- d. All payments to the C.A. Firm shall be made in INR in accordance with the provisions.

**11. Department's right to accept any proposal and to reject any or all proposals:**

- a. The decision of the Member Secretary regarding the opening of Proposals, evaluation and acceptance of the Proposal shall be final and binding on all the Applicant Firms.
- b. PSeGS reserves the right to accept or reject any Proposal, and reject all Proposals at any time prior to award of Proposal, without thereby incurring any liability to the affected Applicant Firm or Applicant Firms of the grounds for the department's decision or any obligation to inform the affected Applicant Firm or Applicant Firms of the grounds for the department's decision.

## 12. Performance Guarantee:

- a. The qualified and selected applicant shall submit irrevocable performance bank guarantee, from a scheduled or nationalized commercial bank, at the time of signing the agreement.
- b. The successful applicant shall provide a Bank Guarantee amounting to 10% of the amount of all the districts awarded to Audit Firm towards Performance Guarantee in favor of "The Member Secretary, PSeGS" payable at Mohali for the agreement period plus 3 months.

## 13. Signing of agreement:

- a. The successful Applicant Firm(s) (District wise) will report in the office of the Member Secretary, PSeGS with required non-judicial paper of appropriate amount, to be purchased from the state of Punjab only, within 7 (seven) days of issuance of Letter of Intent (LoI), for signing the formal agreement between the parties.
- b. The signing of the agreement shall take place only after furnishing of performance guarantee. The agreement will be signed by the legally authorized person of the Applicant Firm(s) as stated in RFP. If the applicant fails to sign the agreement for a district in the specified time period, the EMD for that district, shall be forfeited.

## 14. Time schedule and deliverables:

- a. The CA Firm, thus selected district wise, would be expected to complete the audit work as defined in scope of work in maximum 8 weeks from signing of agreement per district or finalized by the Member Secretary, PSeGS.
- b. Timelines and deliverable are as follows:

Sl. No.	Deliverable	Time-lines
1.	Audit report of reconciliation of Govt. fees, facilitation charges of G2C services rendered in district (Sewa Kendras wise) from August 2016 to 29 July 2018.	6 weeks from signing of agreement
2.	District SLA Report (Sewa Kendras wise)	7 weeks from signing of agreement

3.	Cost of total IT hardware (On WDV basis) - Sewa Kendra wise	7 weeks from signing of agreement
4.	Audit and reconciliation of reimbursable expenses such as Electricity Bills, Diesel etc.	8 weeks from signing of agreement

- c. The activities/assignment mentioned in above table will have to be carried out parallel within the given time period.
- d. All reports must be submitted in both print and electronic version to the PSeGS. Structure of report will be finalized in consultation with selected CA firm.
- e. All equipment required for satisfactory services for this project shall be obtained by the C.A. Firm at their own cost and shall be their property.

**15. Amendment of RFP:**

- a. At any time prior to the deadline for submission of Proposal, PSeGS, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant Firm, modify the RFP document by the issuance of Addendum/ Amendment and posting it on the Official Website.
- b. In order to afford the Applicant firms a reasonable time for taking an amendment into account, or for any other reason, the PSeGS may, in its sole discretion, extend the Proposal Submission/Opening Date.

**16. Modification/Substitution/Withdrawal of Proposals**

- a. The Applicant Firm may modify, substitute, or withdraw its Proposal after submission, provided that written notice of the modification,

substitution, or withdrawal is received by Department prior to closing Date.

- b. No Proposal shall be modified, substituted, or withdrawn by the Applicant Firm on or after the closing Date.

**17. Information for CA firm for submitting the proposal:**

**a. Technical Proposal**

Bidders shall submit the technical proposal in the formats given in RFP. While submitting the Technical Proposal, the Bidder shall, in particular, ensure that:

- i. All forms are submitted in the prescribed formats and signed by the prescribed signatories;
- ii. CVs and experience certificate of all Key Personnel have been included.
- iii. No alternative proposal for any Key Personnel is being made and CV for each position has been furnished;
- iv. The CVs have been recently signed and dated, in blue ink by the respective Personnel and Countersigned by the Bidder. Photocopy or unsigned /countersigned CVs shall be rejected;
- v. The CVs shall contain an undertaking from the respective Key Personnel about his/her availability for the duration specified in the RFP;
- vi. Key Personnel would be available for the period indicated in the RFP;
- vii. Failure to comply with the requirements spelt out in above Clause shall make the Proposal liable to be rejected.
- viii. PSeGS reserves the right to verify all statements, information, and documents submitted by the Bidder in response to the RFP.

**b. Financial Proposal**

- i. Bidders shall submit the financial proposal in the prescribed format which is attached in this RFP (the "Financial Proposal") clearly indicating the total cost of the audit district wise, for all the Sewa Kendras included in Indian Rupees. The total amount /Cost will be considered district wise. It's signed by the Bidder's Authorized Representative. In the event of any difference



between figures and words, the amount indicated in words shall prevail.

ii. While submitting the Financial Proposal, the Bidder shall ensure the following:

- a. All the costs associated with the assignment shall be included in the Financial Proposal.
- b. The Financial Proposal shall take into account all expenses and tax liabilities.
- c. Costs shall be expressed in INR.
- d. Taxes will be exclusive.

c. **Evaluation of the proposal (L1 basis):**

i. **Technical Evaluation:-**

- a. Proposals are to be submitted in two covers. Technical covers are opened first and evaluated. The qualified bidders will be intimated about the opening of price bid.

ii. **Financial Evaluation:-**

- a. The Financial proposal of qualified bidders will be opened.
- b. The district wise L1 successful bidder will be selected

## **18. Payment Terms**

Payment will be after acceptance of the audit report by PSeGS.

## **19. Income tax:**

Income tax will be deducted from each bill as applicable and certificate to this effect shall be issued in due course in prescribed format.

## **20. GST**

The quoted rate should be exclusive of GST.

## **21. Location of Audit:**

The audit/reconciliation work may be done at DC Office or SDM Office. Premises will be given by the district administration.

## **22. Number of Proposals**

No Bidder or its Associate shall submit more than one Application/Proposal for the same Package to this bid.

## **23. Liquidated Damages**

In the event of failure of the implementation of the project by the C.A. Firm as per the provision mentioned in the agreement, the Department reserves the option to recover liquidated damages, and not by way of penalty, for late implementation from the C.A. Firm in the following manner:-

S.No.	Details of Delay	Liquidated damages to be charged
i.	For delay upto 1 week of the period of respective deliverable	2.5% of contract value
ii.	For delay of more than upto 1 week and upto 2 weeks of the period of respective deliverable	5% of contract value
iii.	For delay of more than upto 2 weeks and upto 3 weeks of the period of respective deliverable	7.5% of contract value
iv.	For delay of more than 4 weeks of the period of respective deliverable	10% of contract value

#### 24. Acknowledgements by Applicant Firm

- a. It shall be deemed that by submitting the Proposal, the Applicant Firm has made a complete and careful examination of the RFP;
- b. Received all relevant information requested from the Department;
- c. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of Department;
- d. Satisfied itself about all matters, local conditions, things and information, etc. necessary and required for submitting an informed Application and performance of all of its obligations there under;
- e. Agreed to be bound by the undertaking provided by it under and in terms hereof.
- f. PSeGS shall not be liable for any omission, mistake or error on the part of the Applicant Firm in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection

#### 25. Quality Standards

- a. Standards: The C.A. Firm under this agreement shall conform to the accounting standards shall be maintained.
- b. Standard of Performance: The C.A. Firm shall carry out the services and carry out its obligations under the agreement with due diligence, efficiency and economy in accordance with generally accepted norms.

#### 26. Corrupt Practices

- a. PSeGS is a public service agency and requires to serve honestly, diligently and timely. The C.A. Firm would be the assisting agency of the PSeGS; therefore, he is also required to maintain highest standards of honesty and ethics.
- b. The C.A. Firm is advised to refrain from the corrupt and fraudulent practices during the execution of the contract. Corrupt and fraudulent practices are defined as follows:-
  - i. "Corrupt Practice" means behavior of C.A. Firm including his personnel by which they improperly and unlawfully enrich themselves and/or those close to them, or Induce others to do so, by misusing the position in which they are placed, and it includes the Proposing, giving, receiving, or soliciting of anything of value.
  - ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence, and collusive practices of the C.A. Firm.

## 27. Details to be kept Confidential

- i. The C.A. Firm shall treat the details of the agreement as private and confidential, save in so far as may be necessary for the purposes thereof, and shall not publish or disclose the same or any particulars thereof in any trade or technical paper or elsewhere without the prior consent in writing of the PSEGS.
- ii. If any dispute arises as to the necessity of any publication or disclosure for the purpose of the agreement the same shall be referred to the Principal Secretary, Department of Governance Reforms, whose decision shall be final.
- iii. The C.A. Firm or his representative should neither disclose the data nor sale the data nor use it for commercial exploitation or research work without the written permission of the Member Secretary, PSeGS.

## 28. Transfer of Rights

The C.A. Firm shall not transfer the agreement or part of the agreement to anybody.

## 29. Decisions and Interpretation

- i. Except where otherwise specifically stated, the office designated by PSeGS will decide the agreed matter between the department and the C.A. Firm and the matter shall be referred to the Principal Secretary/Secretary, Department of Governance Reforms, whose decision would be final and binding on both the parties.
- ii. In case of dispute over the interpretation of any clause of agreement, decision of Principal Secretary/Secretary, Department of Governance Reforms shall be final and binding.

### 30. Suspension

- i. The PSeGS may, by a written notice to the C.A. Firm, suspend the agreement if the C.A. Firm fails to perform any of its obligations under this agreement, including the carrying out of the services. Provided that such notice of suspension:
  - a. Shall specify the nature of the failure, and
  - b. Shall direct the C.A. Firm to rectify such failure within a specified period from the date of receipt of such notice of suspension.
- ii. No payment shall be made to the C.A. Firm for such suspended period and no damage shall be claimed on account of this suspension

### 31. Disqualification

- i. PSeGS, in its sole discretion and at any time during the processing of Proposals, may disqualify any Applicant Firm from the Proposal process, if:
  - a. Firms not meeting eligibility criteria.
  - b. Firms made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
  - c. If found to have record of poor performance such as abandoning works, not properly completing the agreement, inordinately delaying completion, being involved in litigation or financial failures, etc.
  - d. Submitted Proposal which is not accompanied by required documents is non-responsive.
  - e. Failed to provide clarifications related thereto, when sought.
  - f. Submitted more than one Bid for same package. This will cause disqualification of all Bids submitted by such applicants.
  - g. Bidders, who are found to canvass, influence or attempt to influence in any manner the qualification of selection process, including

without limitation, by Proposing bribes or other illegal gratification shall be disqualified from the process at any stage.

### 32. Termination of the Contract

PSeGS shall have a right to terminate the agreement if the C.A. Firm commits breach of any condition. Breach of agreement include, but are not limited to, the following:

- i. It is found that the time schedule of implementation of the scheme is not being adhered to,
- ii. The C.A. Firm stops work & such stoppage has not been authorized by the PSeGS.
- iii. The C.A. Firm may become bankrupt or goes into liquidation,
- iv. The department gives notice to correct a particular defect/irregularity and the C.A. Firm fails to correct such defects/irregularity within a reasonable period of time determined by the department,
- v. In case the C.A. Firm fails to carry out the instructions/orders issued by the department from time to time during the currency of the agreement and fails to comply with the laws applicable in the State
- vi. The C.A. Firm fails to deliver any or all of the obligations within the time period(s) specified in the agreement, or any extension thereof granted by department.
- vii. The C.A. Firm fails to perform any other obligation(s) under the agreement.
- viii. Because of breach of agreement by the C.A. Firm for any of the above reasons, the department shall have the right to terminate the agreement and forfeit the security deposit and invoke the performance bank guarantee.

## Format for Bid Covering Letter

The Member Secretary  
Punjab State e-Governance Society (PSeGS)  
Department of Governance Reforms,  
Plot No. D-241, Sector 74, Industrial Area  
SAS Nagar, PUNJAB

**Ref: Request for Proposal for engagement of auditor for Sewa Kendras**

Dear Sir,

1. With reference to your RFP Document dated ....., I/we, having examined the RFP Document and addenda thereof, understood its contents, hereby submit our Bid for Qualification for the aforesaid project for following districts:
  - i.
  - ii.
  - iii.
2. The Bid is unconditional and unqualified.
3. I / We acknowledge that the Authority will be relying on the information provided in the Bid and the documents accompanying such Bid for pre-qualification of the Bidders for the aforesaid project, and we certify that all information provided in the Bid and in Annexes are true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such Bid are true copies of their respective originals.
4. This statement is made for the express purpose of qualifying as a Bidder for the aforesaid audit.
5. I/ We shall make available to the PSeGS any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
6. I/ We acknowledge the right of the PSeGS to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
7. I/ We certify that in the last three years, we/ any of the Consortium Members or our/their Associates have neither failed to perform on

any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on integrity on our part.

8. I/ We declare that:
  - a. I/ We have examined and have no reservations to the RFP Document, including any Addendum issued by the PSeGS;
  - b. I/ We do not have any conflict of interest in accordance with the RFP Document;
  - c. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP Document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and
  - d. I/ We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP Document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
9. I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the Project, without incurring any liability to the Bidders, in accordance with the RFP Document.
10. I/ We believe that we/ our Consortium/ proposed Consortium satisfy(s) and meet(s) all the requirements as specified in the RFP Document and are/ is qualified to submit a Bid.
11. I/ We declare that we/ any Member of the Consortium, or our/ its Associates are not a Member of a/ any other Consortium applying for pre-qualification.
12. I/ We certify that in regard to matters other than security and integrity of the country, we/ any Member of the Consortium or any of our/ their Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
13. I/ We further certify that in regard to matters relating to security and integrity of the country, we/ any Member of the Consortium or any of

our/ their Associates have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

14. I/ We further certify that no investigation by a regulatory authority is pending either against us/ any Member of the Consortium or against our/ their Associates or against our CEO or any of our directors/ managers/ employees.
15. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the provisions of this RFP, we shall intimate the Authority of the same immediately.
16. I/ We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the PSeGS in connection with the selection of Bidders, selection of the Bidder, or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
17. I/ We agree and undertake to abide by all the terms and conditions of the RFP Document including addenda.
18. I/We undertake that all the prices mentioned in our Proposal are in accordance with the terms as specified in the RFP document. All the prices and other terms and conditions of this Bid are valid for a period of 180 days from the date of submission of the Proposal.
19. I/ We agree and undertake that I/ we shall jointly and severally guarantee and be liable for discharging all obligations and liabilities of the Service Operator relating to the Project and in accordance with the terms of the RFP and the Contract, for the entire term of the contract.

In witness thereof, I/ we submit this Bid under and in accordance with the terms of the RFP Document.

Yours faithfully,

Date: (Signature, name and designation of the Authorized Signatory)

Place: Name and seal of the Bidder/ Lead Member



**PRE- QUALIFICATION-CUM-TECHNICAL BID**  
(To BE FILLED IN BY BIDDER AND ENCLOSE SUPPORTING AS INDICATED)

Sl.No.	Particulars	Particulars
1	Chartered Accountant Firm	Name & address of the firm
		Name & Address of authorized partners
		Telephone Number with STD code
		Mobile No.(s) of Partners
		e-mail ID
	(Submit copy of supporting document regarding address of the firm)	
2.	Pre-qualification Criteria	Relevant supporting documents of experience
a)	C.A. Firm (Lead firm and/or associate separately) should have at least 5 years of experience of working in the internal and statutory audit of Books and Accounts in Government sector/PSUs in India.	
b)	The CA Firms has to be empanelled with C&AG of India having registered office in Chandigarh or Punjab.	Empanelment Number (Submit copy of Evidence)
c)	The Firm must be registered with ICAI (Institute of Chartered Accountants of India) and operational in India since last 5 (Five) years on the date of publish of this RFP and must remain operational thereafter.	Certificate of empanelment and certificate of operations
d)	The Firm must not have been blacklisted or Debarred by any state Govt./Govt. Agency/PSU/Gol during last three years from time of submission of tender. The firm must submit an affidavit to this effect signed by authorized signatory as mentioned in the RFP	Affidavit
e)	CVs of the district wise proposed manpower to be deployed in the districts.	Detailed CVs

Date:  
**OFFICE SEAL**

Signature:  
Name:  
Designation:

**Financial bid Form**

The Member Secretary  
 Punjab State e-Governance Society (PSeGS)  
 Department of Governance Reforms,  
 Plot No. D-241, Sector 74, Industrial Area  
 SAS Nagar, PUNJAB

**Ref: Request for Proposal for engagement of auditor for Sewa Kendras**

Dear Sir,

We, the undersigned, offer to provide the audit services for district wise financial audit of Sewa Kendras in accordance with your RFP dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of Rs..... (In word.....)

Following is the district wise financial quote:

Sl. No.	District	Total Financial Quote

This amount is exclusive of the GST.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Data Sheet.

No fees, gratuities, rebates, gifts, commissions or other payments have been given or received in connection with this Proposal.

We understand that, you are not bound to accept any Proposal you receive.

Yours sincerely,

(Signature of authorized signatory of C.A. Firm and seal)

## Annexure D. District wise Transactions Volume

Zone	District	No. of Transactions	Govt Fee (In Rs.)	Facilitation Charges (In Rs.)
ZONE I	AMRITSAR	1,081,188	739,968,206	67,727,387
	GURDASPUR	711,724	334,027,114	43,770,299
	HOSHIARPUR	992,106	490,270,490	56,784,736
	JALANDHAR	889,684	582,053,355	53,541,925
	KAPURTHALA	456,050	307,051,388	27,710,321
	PATHANKOT	333,363	262,694,853	12,218,342
	SBS NAGAR	387,146	225,953,705	19,243,712
	TARN TARAN	451,040	244,909,804	29,857,149
	<b>ZONE I Total</b>	<b>5,302,301</b>	<b>3,186,928,915</b>	<b>310,853,871</b>
ZONE II	BARNALA	338,437	276,746,844	17,324,014
	FATEHGARH SAHIB	269,904	192,874,060	15,437,303
	LUDHIANA	1,292,703	892,333,589	84,603,083
	PATIALA	1,008,782	790,435,827	59,869,571
	RUPNAGAR	485,422	253,001,599	20,960,744
	SAS NAGAR	588,400	532,000,930	27,267,883
	SANGRUR	809,606	514,909,495	41,478,377
	<b>ZONE II Total</b>	<b>4,793,254</b>	<b>3,452,302,344</b>	<b>266,940,975</b>
ZONE III	BATHINDA	841,352	622,862,755	50,523,138
	FARIDKOT	305,646	270,971,827	25,360,021
	FAZILKA	434,228	128,384,179	24,985,189
	FEROZEPUR	389,471	223,906,431	29,708,110
	MANSA	461,370	392,485,957	22,208,317
	MOGA	471,595	397,014,682	32,065,956
	SRI MUKTSAR SAHIB	377,071	248,888,513	26,086,846
	<b>ZONE III Total</b>	<b>3,280,733</b>	<b>2,284,514,344</b>	<b>210,937,577</b>

## Annexure E. Service wise Transactions Volume

District Sub Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
	AAADHAAR SEARCH USING EKYC/FIND AADHAAR/ANY OTHER TOOL AND BLACK AND WHITE PRINTOUT ON A4 SHEET	1687	3020	3745	991	1765	2693	1977	821	1146	180	1604	2452	2218	1420	244	10033	5465	1366	1641	173	2041	346
AADHAAR GENERATION	32293	7664	27643	5836	4468	11761	9466	8252	28168	35095	24372	56176	11282	13526	11181	34100	15869	32597	21972	13756	9649	13149	428275
AADHAAR SEARCH USING EKYC/FIND AADHAAR/ANY OTHER TOOL AND COLOR PRINT OUT A4 SHEET	0	3	0	0	0	0	0	0	0	1	3	2	1	2	0	0	0	0	0	0	4	0	16
ADDITION OF GODOWN IN FERTILIZERS LICENSES	0	10	27	0	2	0	1	5	0	19	25	0	7	0	0	14	8	2	10	27	3	30	190
ADDITION OF GODOWN IN FERTILIZERS LICENSES (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	28	1	0	12	0	0	0	103	8	0	0	40	0	0	0	0	0	0	25	0	0	2	219
ADDITION OF GODOWN IN INSECTICIDES LICENSES	0	25	14	1	0	0	0	1	1	15	19	0	5	0	0	17	12	0	2	56	1	9	178

District Sub Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
	ADDITION OF GODOWN IN INSECTICIDES LICENSES (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARN TARAN, SBS NAGAR AND KAPURTHALA)	21	2	0	5	0	0	0	4	2	0	0	5	0	2	1	0	0	0	23	0	0	2
ADDITION OF GODOWN IN SEEDS LICENSES	0	4	29	0	4	0	1	0	0	7	6	3	7	0	0	6	6	3	6	34	4	1	121
ADDITION OF GODOWN IN SEEDS LICENSES (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARN TARAN, SBS NAGAR AND KAPURTHALA)	4	2	0	3	0	0	0	3	3	1	0	16	0	0	0	0	0	0	17	0	0	0	49
ADDITION OF ITEM IN LICENSE FOR FERTILIZER	8	66	365	2	51	1	0	6	0	92	143	10	113	0	0	213	36	44	60	61	9	167	1447
ADDITION OF ITEM IN LICENSE FOR SEEDS	11	35	295	9	29	0	0	1	0	36	38	23	214	0	0	136	20	30	64	69	24	25	1059

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
ADDITION OF ITEM IN LICENSES FOR FERTILIZER (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	323	7	0	341	0	0	0	234	184	3	0	450	0	38	77	0	0	0	349	0	0	11	2017
ADDITION OF ITEM IN LICENSES FOR INSECTICIDES (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	450	9	0	329	1	0	0	163	511	3	0	664	0	244	2	0	0	0	943	0	1	20	3340

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
ADDITION OF ITEM IN LICENSES FOR SEEDS (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	64	56	2	139	0	0	0	4	101	4	0	194	0	5	4	0	0	0	178	0	0	1	752
ADDITION OF NEW COMPANY IN FERTILIZER FOR RETAILERS	0	0	1	0	2	0	0	0	1	0	1	4	0	1	1	0	0	0	6	0	0	0	17
ADDITION OF NEW COMPANY IN FERTILIZERS	0	0	6	0	8	0	1	1	0	3	0	1	0	0	0	0	1	0	0	0	0	0	21
ADDITION OF NEW COMPANY IN FERTILIZERS FOR WHOLESALERS	0	0	0	0	1	0	0	0	3	1	0	2	0	0	0	0	0	0	0	0	0	0	7
ADDITION OF NEW COMPANY IN PESTICIDES	1	0	5	0	50	0	0	1	0	6	2	2	0	1	0	0	0	0	8	0	0	0	76
ADDITION OF NEW COMPANY IN SEEDS	0	0	31	0	12	0	1	0	0	1	7	0	0	0	0	0	0	0	0	0	1	0	53
ADDITION OF RETAINER IN ARMS LICENSE	17	3	25	7	15	6	21	26	28	38	18	26	15	19	3	40	40	33	13	2	17	38	450

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
ADDITION OF WEAPON IF THE LICENSE ISSUING DISTRICT IS THE SAME WHERE SERVICE HAS BEEN SOUGHT)	332	67	362	173	31	139	350	255	148	125	72	69	85	324	24	448	45	89	234	46	313	975	4706
ADDITION/AMENDMENT OF ITEM IN LICENSE FOR INSECTISIDES	7	159	326	5	6	0	1	0	0	140	143	9	203	0	0	350	23	70	19	100	13	102	1676
AFFIDAVIT ATTESTATION	247312	12948	37400	10781	21096	9840	13983	107600	190615	142169	78296	176808	17772	36397	34291	65277	27782	31939	44426	72287	10088	87752	1476859
AGRICULTURE ACCIDENT	6	4	9	0	0	1	31	1880	1163	1383	1288	1632	23	56	0	46	0	0	20	0	0	877	8419
ALLOTMENT OF TITLE FOR NEWSPAPER/MAGAZINE (Approval from SDM)	14	0	0	0	0	9	0	1	1	1	1	3	0	1	0	0	0	0	0	0	0	0	31
AMENDMENT OF ITEM IN LICENSE FOR FERTILIZER	3	12	73	0	1	0	0	0	0	5	9	0	33	0	0	31	0	2	2	2	0	9	182
AMENDMENT OF ITEM IN LICENSE FOR SEEDS	3	4	96	1	3	0	0	0	0	2	2	2	35	0	0	9	0	0	0	6	3	1	167



District	Sub Service																							
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total	
AMENDMENT OF ITEM IN LICENSES FOR INSECTICIDES (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	196	6	0	16	0	0	0	6	3	0	0	10	0	20	0	1	0	0	71	0	0	0	0	329
AMENDMENT OF ITEM IN LICENSES FOR SEEDS (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	35	2	1	9	0	0	0	0	1	0	0	7	0	1	0	0	0	0	24	0	0	1	81	

District / Sub Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
	AMENDMENT OF ITEM LICENSES FOR FERTILIZERS (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	118	1	2	39	0	0	0	21	14	4	1	25	0	1	0	0	0	0	48	0	0	6
AMMENDMENT OF ITEM IN LICENSE FOR INSECTICIDES	3	10	76	0	0	0	0	1	0	4	60	2	7	0	0	11	4	0	1	4	0	8	191
APPLICATION FOR BALRI TOHFA SCHEME	2	10	8	4	9	12	17	23	4	4	8	7	7	11	8	25	0	15	13	3	36	5	231
APPLICATION FOR CYCLE SCHEME (FORM NO. -50)	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	2
APPLICATION FOR E-REGISTRATION FEE / ADDITIONAL E-REGISTRATION CERTIFICATE	58	1352	953	24	32	62	423	620	0	0	0	1718	655	1977	3624	3063	1	809	2039	515	315	162	18402
APPLICATION FOR EX-GRATIA PERFORMA TO THE BENEFICIARY	0	1	3	2	3	14	29	9	0	0	2	1	1	7	0	5	0	0	1	1	10	0	89

District Sub Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
	APPLICATION FOR EXTENSION OF JURISDICTION (PUNJAB)	1	3	105	25	42	15	37	47	42	10	9	15	29	20	12	64	36	139	48	14	45	39
APPLICATION FOR FUNERAL RITES PERFORMA FOR BENEFICIARY	6	11	4	1	18	11	42	50	0	6	8	1	4	7	10	24	0	3	1	0	28	3	238
APPLICATION FOR GENERAL SURGERY AID PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY	7	13	22	6	9	63	50	79	5	13	0	1	7	20	18	31	1	7	7	0	89	0	448
APPLICATION FOR HOUSING SCHEME (VERTICAL - II)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
APPLICATION FOR LTC PERFORMA TO THE BENEFICIARY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	1	0	5
APPLICATION FOR MAINTAIN PENSION RECORD OF BENEFICIARY	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
APPLICATION FOR MATERNITY BENEFIT SCHEME	3	3	6	0	2	7	14	5	2	3	1	1	6	7	3	8	0	1	2	3	24	3	104
APPLICATION FOR MENTALLY RETARDED CHILDREN BENEFIT SCHEME	0	6	15	0	1	8	29	11	7	2	2	2	4	14	1	15	1	3	1	1	44	2	169

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
APPLICATION FOR OCCUPATIONAL DISEASES PERFORMA FOR BENEFICIARIES	0	0	1	0	0	2	3	2	0	0	1	0	1	0	0	0	0	0	0	0	3	0	13
APPLICATION FOR PENSION BENEFICIARY PERFORMA FOR THE BENEFICIARY	0	1	1	0	4	0	5	0	0	1	0	1	2	1	0	1	0	0	0	0	5	0	22
APPLICATION FOR SHAGUN PERFORMA TO THE DAUGHTER OF BENEFICIARY	26	20	67	16	49	35	122	133	20	35	17	29	127	28	17	97	4	35	23	4	66	12	982
APPLICATION FOR SKILL TRAINING OF WORKER	0	0	0	0	2	1	0	1	1	0	1	0	0	0	0	1	0	1	0	0	0	0	8
APPLICATION FOR STIPEND PERFORMA TO THE CHILDREN OF BENEFICIARIES	488	365	1015	514	1089	4221	6600	3758	234	2027	2423	644	829	1060	545	3481	169	719	224	71	5601	104	36181
APPLICATION FOR TEETH, SPECTACLES AND HEARING DEVICE PERFORMA FOR THE BENEFICIARY AND HIS/HER FAMILY	1	7	4	0	7	9	18	8	0	5	1	0	1	1	1	5	1	0	0	1	15	1	86
APPLICATION FOR TOOLS SCHEME	0	1	2	1	4	5	1	0	0	0	0	1	0	5	0	1	0	0	0	0	3	0	24

District	Sub Service														Grand Total								
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA		PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN
APPLICATION FOR LTC PERFORMA TO THE BENEFICIARY	16	15	47	3	217	422	509	1	114	7	3	4	1	8	0	243	8	154	10	0	266	0	2048
ATTESTATION OF SURETY BONDS IN NEW PAROLE CASES	16	1	3	3	1	0	8	4	25	10	5	35	1	5	0	14	3	5	14	8	1	11	173
ATTESTATION OF SURETY BONDS IN OLD PAROLE CASES	0	0	1	0	0	0	0	0	41	3	0	4	0	0	1	2	0	1	1	0	0	0	54
BACKWARD AREA CERTIFICATE	24	0	47	1	0	45	33	608	10660	0	0	2	10988	2	1997	2758	2089	4	6029	219	5	22	35533
BET AREA CERTIFICATE	1	0	0	0	0	5	3	7	9	0	1	0	0	0	3	0	0	0	0	1	0	4	34
BFD/STATUS QUERY	1321	2998	408	267	46	19	1265	2520	6022	359	1120	1652	714	44	274	8992	1129	661	311	60	21	490	30693
BIRTH CERTIFICATE FROM CORPORATION CITIES (FIRST COPY)	10	0	0	2	0	0	0	3	0	1	0	5	0	22	0	46	0	0	0	0	0	0	89
BIRTH CERTIFICATE FROM MC TOWNS (FIRST COPY)	14	2	32	1	1	1	12	0	4	0	7	18	1	5	7	78	1	4	5	3	6	0	202
BIRTH CERTIFICATE FROM RURAL AREAS (FIRST COPY)	145	216	269	17	105	4	103	31	610	222	2	65	14	114	1	25	234	56	246	65	3	121	2668
BORDER AREA CERTIFICATE	5625	0	0	1	0	10176	7067	7420	50	0	0	0	0	0	1004	0	15	58	0	0	0	6226	37642
BSNL BILL PAYMENT (LANDLINE/BROADBAND)	1007	783	1394	300	826	460	450	273	6799	3456	930	1650	448	1616	1331	1931	2362	378	3250	1246	307	221	31418

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
BUS PASSES TO HANDICAPPED PEOPLE	35	5	83	6	0	29	128	101	284	131	46	109	59	9	18	389	209	23	31	28	11	80	1814
BUS PASSES TO SENIOR CITIZEN	79	4	103	28	0	78	18	44	90	153	80	308	12	7	17	60	65	25	21	8	10	127	1337
CANCELLATION OF ARMS LICENSE ON THE REQUEST OF THE LICENSEE	0	3	4	4	13	15	3	2	1	3	6	38	3	18	7	4	4	1	11	3	6	0	149
CERTIFIED COPIES OF ALL KINDS OF PREVIOUSLY REGISTERED DOCUMENTS	18675	5530	18247	4513	9504	6947	9510	7004	14184	25589	4771	50320	6953	10641	6439	17998	9419	23720	15000	3065	8921	4563	281513
CHANGE OF ADDRESS IN ARMS LICENSE (FROM OUTSIDE PUNJAB)	44	0	4	18	0	8	9	23	49	7	0	9	2	63	0	1	12	109	14	0	4	65	441
CHANGE OF ADDRESS IN ARMS LICENSE (WITHIN PUNJAB)	46	21	100	58	32	113	93	28	32	30	43	75	32	125	9	136	33	165	57	16	57	75	1376
CHANGE OF BORE	31	37	316	241	16	239	168	49	39	29	23	17	62	82	4	188	13	45	74	12	253	272	2210
CHANGE OF THE FIRM NAME (FERTILIZERS RETAILERS)	0	4	0	0	1	0	0	1	0	0	0	0	0	0	0	4	0	5	9	0	0	0	24
CHANGE OF THE FIRM NAME (PESTICIDES)	16	4	0	0	1	0	0	1	0	1	0	0	0	0	0	5	0	1	26	0	0	0	55
CHANGE OF THE FIRM NAME (SEED)	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	5	1	4	4	0	0	0	16

District	Sub Service														Grand Total								
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA		PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN
CHANGE OF THE SHOP (FERTILIZERS RETAILER)	2	4	13	1	0	0	0	0	0	0	0	0	3	0	5	15	0	1	10	0	0	0	54
CHANGE OF THE SHOP (PESTICIDES)	7	11	15	2	2	0	0	0	0	0	2	0	7	0	2	36	1	1	17	0	0	0	103
CHANGE OF THE SHOP (SEED)	1	1	8	1	1	0	0	0	0	0	0	0	4	0	2	11	1	0	11	0	0	0	41
COPIES OF THE POST MORTEM REPORT	2	0	1	3	1	0	184	1	3	0	1	2	0	0	0	1	6	0	0	1	0	3	211
COPY OF COMPLETE MEDICO LEGAL REPORT	2	0	0	0	0	0	3	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	7
COPY OF INTERIM MEDICO LEGAL REPORT	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
COPY OF SANAD	53	0	2	0	12	0	0	2243	188	119	184	0	0	3	3	1	72	1	8	1	0	81	2971
CORRECTION OF ENTRY IN BIRTH CERTIFICATE (AFTER 2004)	316	750	1988	538	82	684	463	458	1085	1717	1446	611	715	976	120	673	945	900	1145	669	520	820	17621
CORRECTION OF ENTRY IN BIRTH CERTIFICATE (BEFORE 2004)	13063	4485	7181	4037	1861	4821	2768	8308	9416	10341	1030	3024	4282	6974	1993	12935	4310	2895	10545	3280	6084	348	123981
CORRECTION OF ENTRY IN DEATH CERTIFICATE (BEFORE 2004)	435	64	108	99	21	71	52	183	194	208	12	73	16	94	19	357	51	75	143	39	97	11	2422
CORRECTION OF ENTRY IN DEATH CERTIFICATE (AFTER 2004)	40	67	390	50	8	60	94	25	204	462	85	444	48	87	15	158	74	376	116	65	72	87	3027

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
COUNTER SIGNING OF AFFIDAVIT	318	2	18	1	227	0	9	378	1554	13	7	827	4	8	21	423	211	1	55	20	0	14	4111
COUNTER SIGNING OF DIVORCE CERTIFICATE	6	0	3	0	34	0	0	10	31	0	0	68	1	0	0	15	11	1	5	0	0	1	186
COUNTER SIGNING OF DOCUMENTS OF NRI	467	0	247	4	0	0	3	3274	31	3	0	303	11	3	0	32	992	1	10	1	0	31	5413
COUNTER SIGNING OF POLICE CLEARANCE CERTIFICATE	607	1	50	4	1	1	7	854	3908	22	20	1280	29	5	83	742	504	6	132	7	1	30	8294
COUNTER SIGNING OF REGISTRY	86	0	0	0	1	0	0	4	0	0	0	4	0	0	0	0	0	0	0	0	1	0	96
COUNTERSIGNING OF DOCUMENT (FOR MANUAL VERIFICATION)	2027	369	9	318	2055	48	556	1548	11919	17491	14436	1194	91	1018	284	1098	46	450	872	972	90	1106	57997
COUNTERSIGNING OF DOCUMENT (IF VERIFICATION FROM DATABASE)	322	97	1	8	226	11	112	1038	824	5268	2355	230	16	498	9	101	2	695	65	9865	47	75	21865
COUNTERSIGNING OF TRANSLATION OF CERTIFICATES	25	1	2	0	10	0	0	355	8	1	0	4740	2	3	8	1092	1219	21	187	0	0	10	7684
DEATH CERTIFICATE FROM CORPORATION CITIES (FIRST COPY)	42	0	4	0	0	1	13	0	0	8	3	31	2	6	7	18	0	1	0	1	5	0	142



District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
DEATH CERTIFICATE FROM MC TOWNS (FIRST COPY)	21	1	9	0	0	0	12	1	5	10	0	28	1	2	1	24	0	6	4	1	3	0	129
DEATH CERTIFICATE FROM RURAL AREAS (FIRST COPY)	385	597	2633	179	921	62	477	279	3370	1829	131	302	446	1670	0	258	601	1810	2052	362	84	550	18998
DELETION OF WEAPON(IF THE LICENSE ISSUING DISTRICT IS THE SAME WHERE SERVICE HAS BEEN SOUGHT)	112	248	641	568	119	426	409	154	146	180	78	352	339	387	26	989	85	158	515	57	470	306	6765
DEMARCATON OF LAND	3764	2412	5593	1484	1923	4102	2486	4244	7628	3333	2143	5932	5453	1964	3048	3439	3018	2941	5723	1203	3400	1697	76930
DEMOGRAPHIC UPDATE (ANY TYPE/ANY CHANNEL)	76946	31552	63435	11527	14034	8495	28002	19124	39840	68959	46340	124478	16085	29607	30924	118818	18392	82948	77723	22365	31608	28106	989308
DEPENDENT CERTIFICATE	0	0	0	0	0	1	7	1	3	1	0	0	2	0	0	0	1	1	2	1	0	1	21
DEPENDENT CERTIFICATE TO WARDS OF FREEDOM FIGHTER	0	0	1	0	4	0	0	6	1	0	0	3	0	1	2	2	0	2	1	0	0	36	59
ELECTRICITY BILL PAYMENT	157086	80785	217212	76424	63062	41532	59362	106590	264913	207134	114008	259421	142137	113185	120493	190402	132347	157653	203839	112214	56688	55884	2932371
ENDORSEMENT OF SPA/GPA	0	0	0	0	0	0	0	0	5	0	0	0	0	0	1	0	0	0	0	0	0	1	7
ENTRY OF WEAPON ON ARMS LICENSE	2640	528	4140	2913	337	1378	2899	960	716	547	385	284	832	1466	42	2240	344	591	1962	113	3113	3939	32369

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
EQUITY ENTRY OF MORTGAGE	8612	3	4277	1532	106	1794	1465	329	4408	134	2272	12772	1015	1790	3	6125	2	5	22	2	2182	361	49211
E-REGISTRATION FOR OLD WORKER	554	1572	644	974	487	2625	1732	3159	580	757	484	952	1747	2051	407	9080	466	513	2994	159	5112	120	37169
EVALUATION OF LANDED/IMMOVEABLE PROPERTY	0	9	3	0	0	1	859	0	1	0	1	71	0	0	1	288	2798	0	3	0	0	15	4050
EXTENSION OF PURCHASE PERIOD OF WEAPON, (WITHIN PERMISSIBLE TIME PERIOD AND IF THE LICENSE ISSUING DISTRICT IS THE SAME WHERE SERVICE HAS BEEN SOUGHT)	86	1	156	324	3	1	92	38	10	13	1	13	101	123	5	0	4	44	1	6	116	35	1173
EXTRA GODOWN FEE FOR PESTICIDES RETAILERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
EXTRA GODOWN FEE FOR FERTILIZER WHOLESSELLERS	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
EXTRA GODOWN FEE FOR FERTILIZER RETAILERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	4

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
FRESH PASSPORT/RE-ISSUE OF PASSPORT FOR MINORS (BELOW 18 YEARS OF AGE), OF 5 YEARS VALIDITY OR TILL THE MINOR ATTAINS THE AGE OF 18 WHICHEVER IS EARLIER (36 PAGES)	79	54	127	15	19	9	70	8	84	24	117	191	31	112	22	288	28	71	113	11	75	34	1582
FRESH PASSPORT/RE-ISSUE OF PASSPORT INCLUDING ADDITIONAL BOOKLET DUE TO EXHAUSTION OF VISA PAGES (36 PAGES) OF 10 YEARS VALIDITY	498	150	336	117	82	119	280	94	360	196	191	425	197	904	119	595	153	176	395	48	115	103	5653
FRESH PASSPORT/RE-ISSUE OF PASSPORT INCLUDING ADDITIONAL BOOKLET DUE TO EXHAUSTION OF VISA PAGES (60 PAGES) OF 10 YEARS VALIDITY	3	2	4	2	0	0	6	0	10	0	1	1	0	5	1	10	3	5	4	1	1	0	59
HINDU DOGRA COMMUNITY	0	0	0	0	0	0	1	8	5956	0	0	0	0	0	282	0	13	1	0	529	1	0	6791
IDENTITY CARD TO FREEDOM FIGHTER	1	0	0	0	1	0	0	11	0	0	1	1	0	0	0	1	0	0	0	0	0	14	30
IDENTITY CARD TO GOVERNMENT EMPLOYEE	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2	

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
IDENTITY CARD TO LAMBARDAR	1	0	0	0	1	35	1	4	194	367	0	5	11	0	0	0	1	0	5	0	0	0	626
INDEMNITY BOND	2931	67	334	78	939	143	97	3198	3161	2180	865	3625	467	276	253	2117	808	434	1285	1083	85	813	25239
INSPECTION OF REVENUE RECORDS	17615	1502	16970	9031	9197	9543	9622	8270	6670	16072	416	27058	13281	1725	4365	23616	6948	20662	15691	79	9833	4210	232376
ISSUANCE OF BC CERTIFICATE	50322	1488	46903	13654	20143	47120	19767	58560	55910	31119	12168	93943	21879	24399	4829	109655	47517	46531	44244	21030	17661	17712	806554
ISSUANCE OF DISABILITY CERTIFICATE OBVIOUS DISABILITY (LOCO MOTOR, BLINDNESS)	1016	1	14	0	105	2	10	1130	117	30	1	54	6	11	4	14	109	4	18	0	52	95	2793
ISSUANCE OF DUPLICATE AGRICULTURAL LICENSE OF INSECTICIDES	0	2	10	0	1	0	0	0	0	0	1	0	2	0	0	0	0	2	0	0	0	0	18
ISSUANCE OF DUPLICATE AGRICULTURAL LICENSE OF SEEDS	0	1	1	0	0	0	0	0	0	1	1	0	1	0	0	1	2	0	1	0	0	0	9
ISSUANCE OF DUPLICATE AGRICULTURE LICENSE OF FERTILIZER	0	0	1	0	0	0	0	1	0	1	4	0	0	0	0	1	1	0	1	1	0	1	12
ISSUANCE OF e-STAMP PAPER	3993	1534	1467	1330	546	399	1003	1661	677	683	836	1770	1412	1317	1186	3270	629	1662	901	408	1357	2098	30139

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
ISSUANCE OF FITNESS CERTIFICATE FOR COMMERCIAL VEHICLE - (HEAVY MOTOR VEHICLE MANUAL/AUTOMATED)	0	0	706	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	707
ISSUANCE OF FITNESS CERTIFICATE FOR COMMERCIAL VEHICLE - (MEDIUM MOTOR VEHICLE MANUAL/AUTOMATED)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
ISSUANCE OF FITNESS CERTIFICATE FOR COMMERCIAL VEHICLE - (THREE WHEELER OR QUADRICYCLE OR LMV)	0	0	1371	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1371
ISSUANCE OF LICENCE FOR SALE OF FERTILIZERS	35	31	76	17	9	4	1	12	29	31	16	31	97	0	9	54	15	13	21	11	42	50	604
ISSUANCE OF LICENCE FOR SALE OF INSECTICIDES	35	25	59	3	9	6	1	15	16	31	19	32	69	3	15	33	10	79	12	11	45	35	563
ISSUANCE OF LICENCE FOR SALE OF SEEDS	135	50	108	16	19	15	4	30	34	35	31	62	104	1	12	62	32	14	75	26	80	72	1017
ISSUANCE OF LICENSE FOR TRAVEL AGENT CONSULTANCY	2	0	2	0	9	0	0	0	64	33	1	2	1	0	0	0	0	0	86	41	0	0	241

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
ISSUANCE OF MARRIAGEABILITY CERTIFICATE (UNDER THE SPECIAL MARRIAGE ACT 1954)	151	18	22	24	23	8	27	156	147	270	84	127	5	49	0	84	0	35	72	9	26	1337	
ISSUANCE OF MEDICAL CERTIFICATE	6	1	3	0	2	0	0	0	3	1	0	3	0	0	0	0	1	2	0	0	0	0	22
ISSUANCE OF MULTIPLE DISABILITY CERTIFICATE	353	2	19	0	138	13	11	1685	206	83	3	89	6	3	1	48	35	36	1	74	618	3473	
ISSUANCE OF NEW ARMS LICENSE	909	210	1310	1715	71	515	1121	1026	857	576	295	302	385	107	165	891	122	394	207	155	1151	677	13161
ISSUANCE OF NEW EMIGRATION CONSULTANTS LICENCE	1	0	52	0	0	0	0	0	0	7	0	309	14	0	0	0	0	0	2	16	1	0	402
ISSUANCE OF NEW LICENCE FOR TRAVEL AGENT	0	0	14	0	19	0	0	0	1	446	0	99	2	0	0	0	0	0	3	13	0	0	597
ISSUANCE OF NON ENCUMBRANCE CERTIFICATE	23546	22766	45975	13764	11057	14207	15368	26768	15407	12472	578	60309	13702	24428	5490	31749	7927	25968	25307	658	10690	4979	413115
ISSUANCE OF OTHER BACKWARD CLASS CERTIFICATE	8336	15636	11168	1737	1944	4060	2819	3992	5588	8279	9867	11468	7348	1725	2809	4955	4025	5888	40419	1835	1342	3418	158658

District / Sub Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
	ISSUANCE OF REGISTRATION CERTIFICATE FOR FOOD (IF TURN OVER IS LESS THAN RS. 12 LAKH)	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	2	0	0	0	0
ISSUANCE OF REGISTRATION CERTIFICATE FOR FOOD (IF TURN OVER IS MORE THAN RS.12 LAKH)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	2
ISSUANCE OF SINGLE DISABILITY CERTIFICATE	664	14	55	2	1703	8	6	4429	651	364	4	217	3	6	4	55	410	43	196	3	156	740	9733
ISSUANCE OF DUPLICATE ARMS LICENSE	52	30	103	96	26	34	173	57	27	35	34	46	37	109	12	141	17	33	56	14	50	176	1358
ISSUE AND RENEWAL OF DEED WRITER LICENSE	0	0	6	44	0	57	0	0	0	0	0	0	37	93	0	0	21	0	0	0	7	0	265
ISSUE AND RENEWAL OF STAMP VENDOR LICENSE	0	0	5	59	0	138	0	188	0	0	0	0	44	114	0	0	27	0	0	0	1	0	576
ISSUE OF CERTIFICATE IN FORM 16	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	6
ISSUE OF COMPLETION/ OCCUPATION CERTIFICATE FOR BUILDINGS (ALL CATEGORIES) IN MUNICIPAL COUNCIL TOWNS	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
ISSUE OF GENERAL CASTE CERTIFICATES	7814	4872	10207	3177	2634	2016	3770	12118	6704	942	195	14836	7799	3618	2085	4973	4164	2132	9231	900	3604	8851	116642
ISSUE OF IDENTITY CARDS TO ALL CATEGORIES OF HANDICAPPED PERSONS	1269	172	1210	274	122	271	183	195	1617	998	178	1778	202	41	233	574	510	607	1117	13	1074	472	13110
ISSUE OF INCOME CERTIFICATE	3281	12529	23384	9485	4350	17156	10468	22445	6228	3847	88	3014	11924	4199	3308	5582	7234	4948	6554	804	13857	1476	176161
ISSUE OF N.O.C FOR MORTGAGE	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
ISSUE OF NO DUE CERTIFICATE	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	3
ISSUE OF NO OBJECTION CERTIFICATE BY HOUSING AND URBAN DEVELOPMENT	0	0	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	30
ISSUE OF RESIDENCE CERTIFICATE	37384	18446	42676	13626	12975	27833	19369	33220	37769	24198	9858	45677	22647	16143	7830	41596	22487	17645	41678	11383	22212	19640	546292
ISSUE OF SCHEDULE CASTE CERTIFICATE	79301	21553	70507	27809	25091	46144	42539	46536	54123	94118	32755	111213	33925	45825	5655	62596	21063	28437	62462	29067	41447	46099	1028265
ISSUE OF TAX CLEARANCE CERTIFICATE (FOR PERIOD BEYOND TWO YEARS)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1



District	Sub Service																							
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total	
ISSUE OF TAX CLEARANCE CERTIFICATE (FOR PERIOD UPTO 2 YEARS FROM THE DATE OF APPLICATION)	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3
KANDI AREA CERTIFICATE	1	0	0	0	0	0	1	0	9402	1	0	0	0	0	1885	0	1458	1856	4	855	0	0	0	15463
LATE REGISTRATION OF BIRTH AND ISSUE OF CERTIFICATE (AFTER 30 DAYS BUT WITHIN ONE YEAR)(RURAL)	177	13	79	44	12	61	65	1080	184	77	17	17	52	60	42	26	22	100	34	49	626	3095		
LATE REGISTRATION OF BIRTH AND ISSUE OF CERTIFICATE (AFTER 30 DAYS BUT WITHIN ONE YEAR)(URBAN)	354	26	36	14	5	11	47	295	10	131	7	11	28	5	42	16	29	56	2	33	50	1471		
LATE REGISTRATION OF BIRTH AND ISSUE OF CERTIFICATE (AFTER ONE YEAR) (RURAL)	11869	1079	2268	1312	743	2218	1469	9226	3206	1419	1253	6381	1474	1513	2528	2548	1263	871	3599	1764	1452	5614	65069	
LATE REGISTRATION OF BIRTH AND ISSUE OF CERTIFICATE (AFTER ONE YEAR) (URBAN)	11407	540	1359	1047	294	679	835	2330	478	1057	250	9681	444	638	579	1182	257	543	1278	329	517	939	36663	

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
LATE REGISTRATION OF DEATH AND ISSUE OF CERTIFICATE (AFTER 30 DAYS BUT WITHIN ONE YEAR)(URBAN)	160	34	216	134	29	35	74	23	68	303	30	421	52	78	5	250	49	170	118	8	52	17	2326
LATE REGISTRATION OF DEATH AND ISSUE OF CERTIFICATE (AFTER 30 DAYS BUT WITHIN ONE YEAR)(URBAN/RURAL)	71	40	105	69	53	99	79	42	42	180	38	125	48	49	1	90	81	109	116	14	90	23	1564
LATE REGISTRATION OF DEATH AND ISSUE OF CERTIFICATE (AFTER ONE YEAR) (RURAL)	409	115	277	194	85	300	262	310	261	180	102	434	121	185	64	231	119	125	350	121	193	199	4637
LATE REGISTRATION OF DEATH AND ISSUE OF CERTIFICATE (AFTER ONE YEAR) (URBAN)	370	82	273	193	58	143	198	110	108	264	65	1451	71	139	54	236	72	145	238	36	113	45	4464
LEGAL HEIR CERTIFICATE	2	1	1	0	0	2	39	4	4	7	0	11	1	2	4	1	51	6	326	1	0	7	470
LICENSE FOR TRAVEL TICKETING AGENTS	0	0	0	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	1	2	0	0	16
LOW INCOME CERTIFICATE	59	4	219	2	0	1	99	978	160	20	1	186	7	293	119	7	7	3	17	11	4	25	2222
MANDATORY BIOMETRIC UPDATE	4243	4400	11127	1461	299	707	2437	1688	5342	7836	2113	10921	1750	2578	1844	3994	4054	6079	3909	2736	2166	3548	85232

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
MULTIPLE COPIES OF BIRTH CERTIFICATE FROM CORPORATION CITIES	38308	9	1168	15	17	13	121	12	4034	17192	93	3047	4	9624	233	22793	18	3306	674	9	130	36	100856
MULTIPLE COPIES OF BIRTH CERTIFICATE FROM CORPORATION CITIES (IF DOCUMENT SERIAL NUMBER EXISTS)	553	12	855	19	13	16	8	33	125	939	419	316	9	3962	7	194	44	947	79	31	8	196	8785
MULTIPLE COPIES OF BIRTH CERTIFICATE FROM MC TOWNS	16159	5900	4998	8944	6470	9547	12955	682	15685	12363	11758	22969	4714	2973	7928	12529	12653	5200	18665	7537	8280	481	209390
MULTIPLE COPIES OF BIRTH CERTIFICATE FROM MC TOWNS (IF DOCUMENT SERIAL NUMBER EXISTS)	403	453	1012	461	312	498	353	704	1079	715	1881	998	653	838	139	388	785	1170	1320	1190	356	186	15894
MULTIPLE COPIES OF BIRTH CERTIFICATE FROM RURAL AREAS	62048	11942	19987	11836	13223	21073	25070	2248	57422	25755	33048	46987	13139	32930	17010	29809	23487	7162	37994	28820	17696	50914	589600
MULTIPLE COPIES OF BIRTH CERTIFICATE FROM RURAL AREAS (IF DOCUMENT SERIAL NUMBER EXISTS)	8	123	112	608	81	158	163	538	258	47	67	608	159	348	2	315	196	29	451	619	152	9	5051
MULTIPLE COPIES OF DEATH CERTIFICATE FROM CORPORATION CITIES	11030	3	126	3	3	0	6	13	605	2294	9	923	2	1113	34	6001	4	701	102	1	8	7	22988

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
MULTIPLE COPIES OF DEATH CERTIFICATE FROM CORPORATION CITIES (IF DOCUMENT SERIAL NUMBER EXISTS)	414	29	2491	21	37	46	41	49	541	5233	415	3730	42	1651	16	1930	120	3299	310	60	31	433	20939
MULTIPLE COPIES OF DEATH CERTIFICATE FROM MC TOWNS	4502	770	541	2112	966	1156	1763	1176	1705	1784	1027	3566	716	348	1945	2689	1053	1078	2505	489	1231	35	33157
MULTIPLE COPIES OF DEATH CERTIFICATE FROM MC TOWNS (IF DOCUMENT SERIAL NUMBER EXISTS)	572	1644	3555	1685	1368	2561	1411	963	2260	3403	2385	5741	1561	1578	943	1716	2359	4638	5012	1654	1406	369	48784
MULTIPLE COPIES OF DEATH CERTIFICATE FROM RURAL AREAS	4990	1505	2808	1763	2092	2549	2748	1378	5740	2827	2637	4960	2377	3969	1923	2872	2472	1244	4987	2655	2341	4059	64896
MULTIPLE COPIES OF DEATH CERTIFICATE FROM RURAL AREAS (IF DOCUMENT SERIAL NUMBER EXISTS)	58	2047	1687	1855	789	2660	882	3472	2658	517	2340	4246	2188	3544	9	4217	2327	664	4178	2912	2533	55	45838
NAME ENTRY IN BIRTH CERTIFICATE (AFTER 2004)	409	8401	19498	2866	1358	11445	2457	1347	3379	5296	4315	6603	9205	4035	1079	9757	6155	7855	5409	1467	3414	572	116322
NAME ENTRY IN BIRTH CERTIFICATE (BEFORE 2004)	17498	2737	3989	2911	2377	1973	1253	104561	1458	9347	1840	7001	1948	2251	22446	35292	2905	2371	9487	538	2875	48	237106

District	Sub Service														Grand Total								
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA		PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN
NATIONALITY CERTIFICATE	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	6
NATIVITY CERTIFICATE	0	1	0	0	2	0	0	0	0	0	42	126	0	3	0	19	2	0	0	53	0	3	253
NATURAL HEIR CERTIFICATE	0	0	0	0	2	0	0	0	2	0	2	0	0	0	1	0	11	1	1	0	0	0	24
NOC FOR EXHIBITION	0	3	0	0	0	0	0	0	0	1	1	0	0	0	0	20	19	1	1	4	0	0	49
NOC FOR FAIRS	0	0	3	0	0	1	0	0	0	1	3	0	0	0	0	24	340	1	1	0	0	0	500
NOC FOR MELAS	0	1	3	0	0	1	0	0	3	9	3	0	0	1	0	46	31	1	404	125	0	0	500
NOC FOR SALE OF WEAPON	225	376	693	672	175	492	589	165	261	237	132	705	368	620	64	1068	119	231	676	89	868	1501	9326
NOC FOR SPORTS EVENTS	0	0	2	0	0	0	0	0	0	2	0	0	0	0	0	5	2	0	1	9	0	1	22
NOC FOR USE OF LOUD SPEAKERS (APPLICABLE ONLY IN CASE OF S.D.M. OBTAINS N.O.C. FROM THE CONCERNED S.H.O BEFORE GRANTING PERMISSION)	41	127	128	214	218	28	35	713	1414	1289	339	1413	209	156	28	547	771	818	401	475	53	18	9435
OTHER BIOMETRIC UPDATE	5618	4482	21627	13919	4463	36418	12693	99	8390	10173	2076	9386	28982	12237	1429	7448	33065	9824	1277	377	77	4061	228121
PERMISSION FOR DEPOSIT OF WEAPON IN DEATH CASE	0	0	2	1	7	1	0	0	3	13	6	5	0	0	0	38	1	1	2	1	2	2	85
PERMISSION FOR DJ	1	1	31	0	2	958	3	157	7	0	0	8	3	0	187	849	329	71	27	0	0	5	2639

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
PERMISSION FOR LOUD SPEAKER OR DJ RELATED TO POLICE AND CPRC CELL	3	21	278	122	233	46	195	216	315	70	23	196	44	74	41	513	103	663	251	128	118	4	3657
PERMISSION FOR SALE OF WEAPON IN DEATH CASE	53	67	146	48	16	62	116	13	17	26	27	66	106	115	0	45	11	22	120	4	101	109	1290
PERMISSION FOR TRANSFER OF WEAPON IN DEATH CASE	35	12	67	73	1	20	47	12	50	25	26	8	4	32	3	60	5	26	100	5	50	79	740
PERMISSION OF ADDITION OF CARTRIDGES	1	14	228	8	3	2	26	27	46	6	0	12	24	52	3	65	9	25	42	7	121	4	725
PERMISSION TO CARRY THE WEAPON	0	0	1	0	0	0	0	1	1	2	0	1	1	0	0	9	0	2	2	0	0	5	25
POLICE CLEARANCE CERTIFICATE	20	2	0	1	2	1	4	3	32	8	2	0	2	2	2	1	0	0	1	0	0	1	84
PROVIDING FINANCIAL AID EXGRATIA TO CULTIVATORS FOR ANY INJURY OR DEATH DURING FARMING OPERATIONS	61	47	41	0	3	2	7	89	0	7	3	53	49	4	0	96	0	9	33	3	34	2	543
RE TRANSFER OF PROPERTY IN CASE OF DEATH UNCONTESTED	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
REGISTRATION OF CONSTRUCTION WORKER	2869	1876	3591	2805	4582	5900	6641	2715	1641	3625	1354	5327	3046	3233	2255	15092	785	1678	3875	640	8081	537	82148

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
REGISTRATION OF MARRIAGE UNDER ANAND MARRIAGE ACT	127	739	1370	8	741	1	428	1820	63	16	581	1231	348	339	4	79	614	26	710	143	395	1323	11106
REGISTRATION OF MARRIAGE UNDER THE PUNJAB COMPULSORY REGISTRATION OF MARRIAGE ACT, 2012	8058	1156	2044	2193	1376	745	2083	3608	9955	13101	4999	12673	562	5327	1407	5252	1898	3701	3083	3200	949	1615	88985
RENEWAL OF ARMS LICENSE	7685	4686	9938	5772	3075	6427	10715	6379	3952	2814	2433	7067	4998	10175	1216	12296	1702	3212	10495	1082	9605	10151	135875
RENEWAL OF CONSTRUCTION WORKER REGISTRATION	4561	2518	814	1271	2119	2930	1936	7755	935	3703	1895	2615	2972	1559	3575	7915	680	2136	3498	761	5674	291	62113
RENEWAL OF LICENCE FOR SALE OF FERTILIZERS	2	111	266	0	52	29	0	14	0	131	120	0	183	0	0	233	52	47	57	46	0	237	1580
RENEWAL OF LICENCE FOR SALE OF INSECTICIDES	18	327	530	4	126	246	6	3	0	166	199	2	454	0	0	636	161	30	41	118	8	203	3278
RENEWAL OF LICENCE FOR SALE OF SEEDS	2	67	197	0	36	17	1	5	0	44	36	1	178	0	1	144	45	27	47	52	3	54	957

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
RENEWAL OF LICENSES FOR SALE OF FERTILIZER (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	324	22	2	165	0	0	0	291	159	11	0	190	0	12	74	1	0	0	410	0	0	8	1669
RENEWAL OF LICENSES FOR SALE OF INSECTICIDES (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	558	30	0	259	0	1	0	240	174	15	0	378	0	181	98	0	0	0	544	0	0	299	2777



District Sub Service	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
	RENEWAL OF LICENSES FOR SALE OF SEEDS (APPLICABLE FOR AMRITSAR, FARIDKOT, GURDASPUR, HOSHIARPUR, LUDHIANA, MOGA, MUKTSAR, PATHANKOT, SANGRUR, TARNTARAN, SBS NAGAR AND KAPURTHALA)	165	15	2	99	1	0	0	133	122	1	0	174	0	5	36	1	0	0	296	0	0	5
RENEWAL OF PHOTOSTATE LICENCE	1	0	1	2	0	1	0	0	2	0	0	1	0	46	0	0	0	0	0	0	0	0	54
RENEWAL OF TYPIST LICENCE	0	0	1	18	0	49	0	0	0	0	0	1	0	160	0	0	0	0	0	0	0	0	229
RENWAL OF DRUG LICENSE TO RETAIL CHEMISTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
REPLACEMENT OF PASSPORT (36 PAGES) FOR DELETION OF ECR/CHANGE IN PERSONAL PARTICULARS (10 YEAR VALIDITY)	5	1	0	4	1	4	0	2	15	1	6	9	0	5	1	9	5	8	1	10	0	6	93

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
REPLACEMENT OF PASSPORT (36 PAGES) FOR DELETION OF ECR/CHANGE IN PERSONAL PARTICULARS FOR MINORS (BELOW 18 YEARS OF AGE), OF 5 YEARS VALIDITY OR TILL THE MINOR ATTAINS THE AGE OF 18 WHICHEVER IS EARLIER.	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
REPLACEMENT OF PASSPORT (36 PAGES) IN LIEU OF LOST, DAMAGED OR STOLEN PASSPORT	0	0	1	1	0	2	0	3	7	6	3	1	0	6	1	2	0	0	0	0	1	1	35
REPLACEMENT OF PASSPORT (60 PAGES) FOR DELETION OF ECR/CHANGE IN PERSONAL PARTICULARS (10 YEAR VALIDITY)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	3
REPLACEMENT OF PASSPORT (60 PAGES) IN LIEU OF LOST, DAMAGED OR STOLEN PASSPORT	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	3
REPLACEMENT OF STREET LIGHTS	0	0	0	0	0	0	0	2	7	14	55	1	0	0	8	1	0	0	38	8	0	15	149

District	Sub Service																					
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN
RESCHEDULING OF PASSPORT APPOINTMENT	51	0	23	0	0	0	20	44	55	3	66	5	1	4	0	287	16	208	1	4	5	794
RIGHT TO INFORMATION	20	28	1	1	26	3	2	5	12	23	0	12	1	4	0	38	3	35	0	0	1	346
RURAL AREA CERTIFICATE	12473	4156	9311	1926	2161	6352	3630	12734	5688	429	593	8251	8261	3829	1028	5938	6978	12685	1378	5480	11659	125194
SANCTION OF ALL SOCIAL SECURITY BENEFITS TO HANDICAPPED CITIZENS (RURAL AREAS)	999	595	922	453	105	1584	463	733	1323	801	256	109	61	86	153	591	728	498	479	966	1978	14196
SANCTION OF ALL SOCIAL SECURITY BENEFITS TO HANDICAPPED CITIZENS (URBAN AREAS)	1013	197	429	168	36	301	119	181	273	428	90	197	13	31	52	361	175	158	70	377	165	5115
SANCTION OF ALL SOCIAL SECURITY BENEFITS TO WIDOW CITIZENS (RURAL AREAS)	3091	1012	2241	870	185	2379	823	1572	2530	2610	620	265	70	152	250	1197	1341	817	1413	2402	4448	30997
SANCTION OF ALL SOCIAL SECURITY BENEFITS TO WIDOW CITIZENS (URBAN AREAS)	3271	389	1292	431	107	670	225	489	675	1604	233	525	14	54	119	1002	421	417	230	952	441	14276
SANCTION OF ALL SOCIAL SECURITY BENEFITS TO OLD AGE CITIZENS (RURAL AREAS)	10394	4948	12463	5617	883	10595	3910	9049	9964	9568	2190	1256	335	802	1028	5963	5508	4026	5053	13274	16542	135905

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
SANCTION OF ALL SOCIAL SECURITY BENEFITS TO OLD AGE CITIZENS (URBAN AREAS)	9296	1335	3868	1208	363	2179	619	1904	2400	4727	847	2090	99	173	392	3130	1348	2441	1154	727	2826	1099	44225
SANCTION OF FINANCIAL ASSISTANCE TO DEPENDENT CHILDREN (RURAL AREAS)	813	364	970	371	58	911	312	660	1372	909	246	61	49	31	102	375	661	303	336	664	831	1559	11958
SANCTION OF FINANCIAL ASSISTANCE TO DEPENDENT CHILDREN (URBAN) AREA	486	177	440	168	22	225	65	147	233	317	53	68	9	14	34	266	142	240	94	82	280	135	3697
SANCTION OF WATER SUPPLY CONNECTION	0	0	0	0	0	0	0	1	0	0	0	2	0	0	43	0	1	0	0	8	0	0	55
SENIOR CITIZENS IDENTITY CARD	490	5918	6819	4980	1317	4834	1324	554	1004	1596	297	3310	6183	1650	554	2808	2293	5934	3873	467	4627	873	61705
SHAGUN SCHEME (FOR SANCTION OF CASE)	1964	35	3433	149	7	7807	5696	3883	6121	3122	109	1614	603	43	260	330	1715	533	469	2090	71	1536	41590
SOLEMNIZATION OF MARRIAGE UNDER SPECIAL MARRIAGE ACT 1954	38	6	4	1	5	0	0	38	32	26	25	47	4	2	7	1	1	1	20	20	0	12	290
SPECIAL POWER OF ATTORNEY	3	0	0	0	1	11	1	5	61	7	0	0	2	3	0	0	5	0	1	1	0	4	105
SUB MOUNTAIN AREA CERTIFICATE	0	0	0	0	0	2	0	0	10	0	0	0	0	0	177	0	5072	0	5	15	0	0	5281

District	Sub Service																						
	AMRITSAR	BARNALA	BATHINDA	FARIDKOT	FATEHGARH SAHIB	FAZILKA	FEROZEPUR	GURDASPUR	HOSHIARPUR	JALANDHAR	KAPURTHALA	LUDHIANA	MANSA	MOGA	PATHANKOT	PATIALA	RUPNAGAR	SAHIBZADA AJIT SINGH NAGAR	SANGRUR	SHAHID BHAGAT SINGH NAGAR	SRI MUKTSAR SAHIB	TARN TARAN	Grand Total
SURETY BOND	1574	105	290	103	104	296	33	286	1317	708	526	1634	132	108	139	799	170	467	1005	970	84	249	11099
TRANSFER OF OWNERSHIP	0	2	0	0	0	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	6
TRANSFER OF PROPRIETORSHIP FOR FERTILIZERS	3	10	12	0	1	0	0	1	0	0	2	2	0	0	2	7	0	0	25	0	0	0	65
TRANSFER OF PROPRIETORSHIP FOR PESTICIDES	2	25	15	2	2	0	0	1	0	0	9	5	1	0	0	34	0	0	41	0	0	0	137
TRANSFER OF PROPRIETORSHIP FOR SEEDS	1	4	6	0	0	0	0	0	0	0	0	1	0	0	0	11	0	0	19	0	0	0	42
UPDATE WORKER RECORD	305	262	200	146	248	298	481	71	170	516	0	174	272	433	336	1247	115	136	450	241	585	81	6767
WATER SUPPLY CONNECTION	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2	5	0	0	9
<b>Grand Total</b>	<b>1081188</b>	<b>338437</b>	<b>841352</b>	<b>305646</b>	<b>269904</b>	<b>434228</b>	<b>389471</b>	<b>711724</b>	<b>992106</b>	<b>889684</b>	<b>456050</b>	<b>1292703</b>	<b>461370</b>	<b>471595</b>	<b>333363</b>	<b>1008782</b>	<b>485422</b>	<b>588400</b>	<b>809606</b>	<b>387146</b>	<b>377071</b>	<b>451040</b>	<b>13376288</b>