Business Rules of Department of Good Governance and Information Technology, Punjab are as under:-
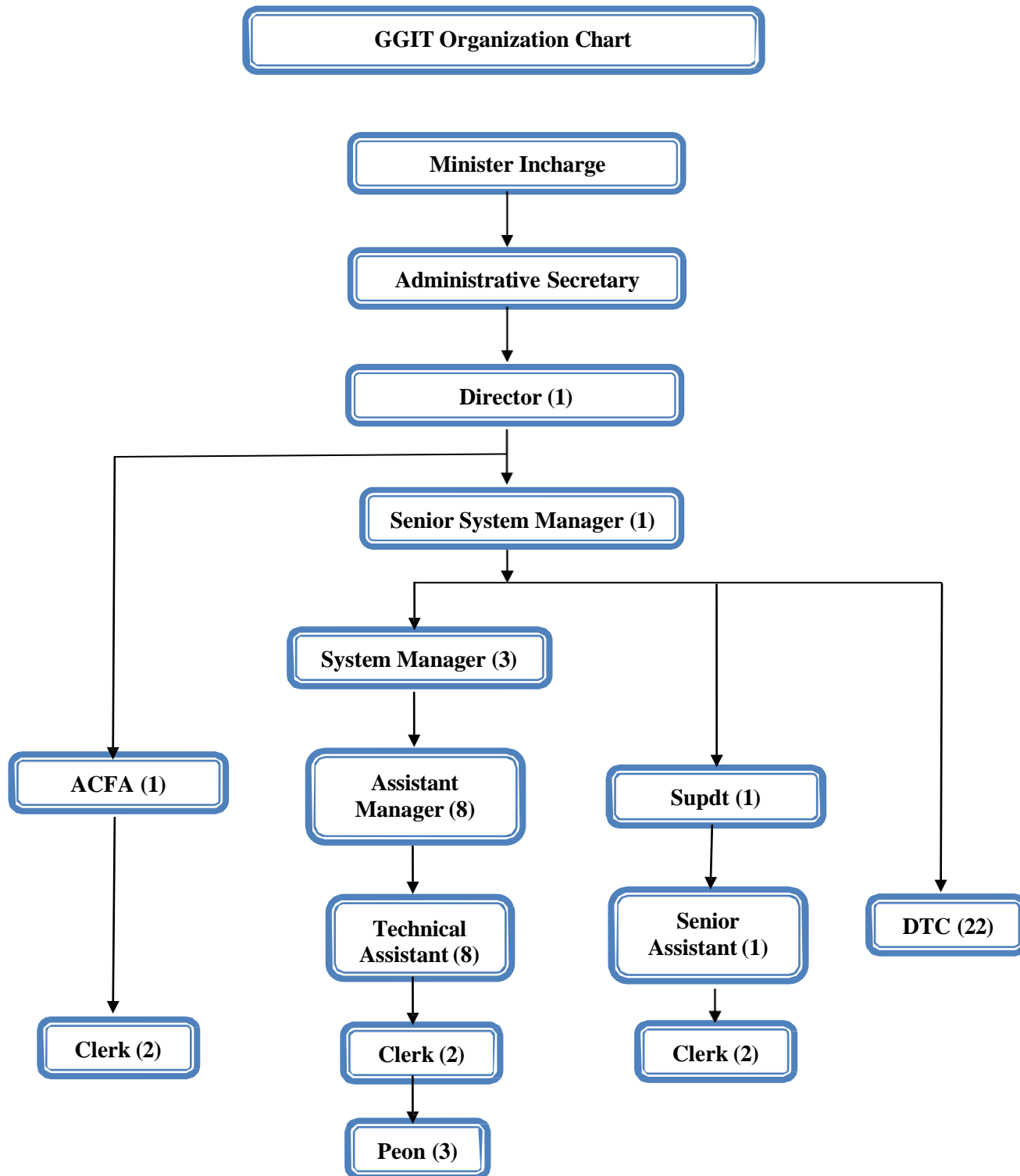
(A)   Good Governance and Information Technology: -

1. In All matters relating to :-

(a) Administration reorganization and streamlining of administration;

(b) Reports of Administration Reforms Commission;

(c) Improvement in office procedures and systems;

(d) Indian Institute of Public Administration; and

(e) Formulation of policies regarding maintenance and retention of records.

2. Administrative reforms and e-Governance in all departments of the Government, reports of the Administrative Reforms Commission, Punjab Governance Reforms Commission, and National e-Governance Programme.
3. Administration of the Right to Information Act.
4. Management of the State Data Centre, State Wide Area Network, State Service Delivery Gateway and related matters.
5. Administration and all the matters of the Punjab Right to Service Act, 2011and the Punjab Right to Service Commission.
6. To formulate policy on the use of Information Technology in the State of Punjab.
7. To formulate and implement a plan for induction of Information Technology at all levels, in coordination with the Government Departments concerned.
8. To give Technical advice to all departments regarding adoption of suitable Information Technology Systems for making appropriate arrangements to maintain the service.

(B) REMOVAL OF GRIEVACNES

1. Entertainment of all kinds of complaints from the public against the State Government Departments and State undertakings.

2. Constitution of District Committees, Sub-Divisional Public Grievances Committees and nomination of their members.

3. Framing of policies regarding redressal of public grievances and machinery thereof including-

(a) Advice and suggestions to the Heads of the Departments and Deputy Commissioners, to set up arrangement for quick disposal of the public grievances;

(b) Suo Moto inquiries in cases of undue delay or other urgent matters; and

(c) Study of cases of major grievances and proposing remedies, where ever possible.

Organization Chart:

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                    ┌─────────────────────────────┐
                    │   GGIT Organization Chart    │
                    └─────────────────────────────┘

                      ┌───────────────────────┐
                      │   Minister Incharge    │
                      └───────────┬───────────┘
                                  │
                                  ▼
                      ┌───────────────────────┐
                      │ Administrative Secretary│
                      └───────────┬───────────┘
                                  │
                                  ▼
                      ┌───────────────────────┐
                      │      Director (1)      │
                      └───────────┬───────────┘
              ┌───────────────────┤
              │                   ▼
              │         ┌─────────────────────────┐
              │         │ Senior System Manager (1)│
              │         └──────────┬──────────────┘
              │         ┌──────────┼──────────────────┐
              │         ▼          │                  │
              │  ┌──────────────┐  │                  │
              │  │System Manager│  │                  │
              │  │     (3)      │  │                  │
              │  └──────┬───────┘  │                  │
              ▼         ▼          ▼                  ▼
        ┌─────────┐ ┌──────────┐ ┌─────────┐  ┌──────────┐
        │ ACFA(1) │ │Assistant │ │Supdt (1)│  │ DTC (22) │
        └────┬────┘ │Manager(8)│ └────┬────┘  └──────────┘
             │      └────┬─────┘      │
             │           ▼            ▼
             │    ┌────────────┐ ┌──────────┐
             │    │ Technical  │ │  Senior  │
             │    │Assistant(8)│ │Assistant │
             │    └─────┬──────┘ │   (1)    │
             ▼          ▼        └────┬─────┘
        ┌─────────┐ ┌─────────┐       ▼
        │Clerk (2)│ │Clerk (2)│  ┌─────────┐
        └─────────┘ └────┬────┘  │Clerk (2)│
                         ▼       └─────────┘
                    ┌─────────┐
                    │ Peon (3)│
                    └─────────┘
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Sanctioned posts: 56	Vacant posts: 26 (only regular)	Filled posts: 26 (only regular)
	Note: Posts filled on contract and outsource are not included. Dying cadre posts not included.	Regular - 26 Outsourced - 5

SN	Name of the Post	Pay Scale (5th PPC)	Pay Scale (6th PPC)	Pay Scale (7th CPC) for direct recruitment on or after 17.07.2020	Sanctioned Posts	No. of Posts Filled			Vacant	Remarks (If any)
						Regular	Contractual	Outsourced		
01.	Director	IAS/PCS Scale	IAS/PCS Scale	NA	01	01	-	-	-	
02.	Senior System Manager	37400-67000+8600 GP	Level 27 (122800-209100)	NA	01	01	-	-	-	
03.	System Manager	15600-39100+6600 GP	Level 21 (67400-201200)	NA	03	03	-	-	-	
04.	Assistant Controller (F&A)	15600-39100+5000 GP	Level 16 (48700-154300)	NA	01	01	-	-	-	
05.	Supdt.	15600-39100+5000 GP	Level 16 (48700-154300)	NA	01	01	-	-	-	
06.	Assistant Manager	10300-34800+5000 GP	Level 16 (48700-154300)	Level -8 (47600-151100)	08	04	-	-	04	
07.	Tech. Assistant	10300-34800+3800 GP	Level 11 (38500-122700)	Level -6 (35400-112400)	08	02	-	-	06	
08.	Distt. Tech. Coordinator	10300-34800+3800 GP	Level 11 (38500-122700)	Level -6 (35400-112400)	22	8	-	2	14	Vacant posts include posts filled on outsourced basis
09.	Senior Assistant	10300-34800+3800 GP	Level 11 (38500-122700)	NA	01	01	-	-	0	
10.	Clerk cum DEO	5910-20200+1900 GP	Level 3 (20200-64000)	Level 2 (19900-63200)	06	04	-	-	2	
11.	Peon	DC Rate	DC Rate	DC Rate	04	00	-	3	0	(Dying Cadre)
	Total				56	26	-	5	26	