

JIMPA LAUDS CM FOR ENHANCING COVER OF CITIZEN CENTRIC SERVICES IN STATE

SAYS OFFICERS/EMPLOYEES WILL BE ASKED TO PROVIDE SMOOTH AND HASSLE-FREE SERVICES TO THE PEOPLE

Chandigarh, July 9:

Revenue Minister Bram Shanker Jimpa on Tuesday lauded the Punjab Government, led by Chief Minister Bhagwant Singh Mann, for the further expansion of online citizen centric services available to the people thereby bringing the services at their doorsteps.

The Minister said that now Patwaris have been integrated into the e-governance system, through their online IDs which allows citizens to access most services related to document verification from their homes. He said that this enhancement in ambit of online schemes will streamline the verification process for various certificates, including those for caste, residence, old age pension schemes, income and others. The Revenue Minister emphasized that with patwaris now part of the online system, applicants will no longer need to visit their offices for verification reports as upon submission, applications will be electronically forwarded to the relevant patwari for verification.

Minister Jimpa highlighted that many civic services provided by the Revenue Department's officials and employees will be delivered without hassle, corruption, or unnecessary delays. To ensure this, higher officials will soon issue an instructional letter to field staff, clarifying the government's commitment, under Chief Minister Bhagwant Singh Mann's leadership, to providing smooth and efficient services to citizens. This directive will be applicable to all levels of the department's hierarchy. The minister also mentioned that the Revenue Department's officers and employees are regularly encouraged to serve the public selflessly. However, any deliberate harassment by officials or employees will not be tolerated and strict action will be taken against those found guilty.

The Government, led by Chief Minister Bhagwant Singh Mann, remains firmly against corruption. Since taking office, the Chief Minister has introduced a helpline number to report corrupt officials. For complaints related to the Revenue Department, citizens can use 8184900002, and NRIs can file complaints at 9464100168. These numbers are for written complaints only. The Revenue Minister urged citizens to report any genuine work-related issues, instances of bribery, or any grievances regarding the Revenue Department's services through the helpline numbers. He assured that corrupt officers and employees would face stringent consequences.
