

### III

## **The procedure followed in the decision-making process, including channels of supervision and accountability.**

### **3rd Manual: Procedure followed in decision making**

**3.1 Process of decision making:** Cases are dealt by Assistant/Jr. Assistants posted in different branches of the Headquarters and after processing the case, it is submitted to the Additional Director through its Branch In-charge/Superintendent for onward decision to DTF & IT.

**3.2 Final decision making authority:**

Case pertaining to group C & D employees, Director being Head of the Department is the competent authority and for Group A & B the competency lies with Administrative Department. Cases pertaining to policy making are decided by the Govt.

**3.3 Related provisions, acts, rules etc:**

Punjab CSR, PFR, Departmental Notified Services Rules, etc.

**3.4 Time limit for taking a decision, if any:**

There is no specific time limit for taking decisions and nor its functions are covered under Right to Service Act. However, the Citizen charter has been framed by the department which are depicted in Manual-17.

**3.5 Channels of supervision and accountability:**

In each branch, there is a superintendent, who is conversant with rules/ act/ instructions. He submits the proposal through his branch incharge.