

## A FRAMEWORK FOR TRANSPARENCY AUDIT

The RTI Act under section 4 provides a comprehensive framework for promoting openness in the functioning of the public authorities. While Section 4(1) (a) provides a general guideline for record management, so that the information could be easily stored and retained, the sub-sections b, c and d of Section 4 relate to the organizational objects and functions. Sub-sections (b), (c) and (d) of Section 4 of the RTI Act and other related information can be grouped under six categories; namely, 1- organization and function, 2- Budget and programs, 3- Publicity and public interface, 4- E. governance, 5- Information as prescribed and 6. Information disclosed on own initiative.

### Organization and Function

S. No.	Item	Details of disclosure	Particulars
1.1	Particulars of its organization, functions and duties [Section 4(1)(b)(i)]	(i) Name of the Organization and its website	Zila Sainik Welfare Office www.chandigarhsainikwelfare.org
		(ii) Head of the organization	Zila Sainik Welfare Officer (ZSWO)
		(iii) Vision, Mission and Key objectives	The vision of this office to look after the welfare of Serving/ex-servicemen/widows & dependents. This office is maintaining a Sainik Rest House also. The objective is to provide optimum accommodation to ex-servicemen (ESM).
		(iv) Function and duties	ZSWO is performing the duties of Head of Office/DDO. The function and duties of other staff is at <b>Annexure-I</b> . The main function of this office is as under: -  To issue of ex-servicemen identity card  To sponsor names of ex-servicemen for employment purpose in Govt./Pvt Sector.  To provide various types of financial assistance to ex-servicemen/widows.  To issue various types of certificates to the wards of ex-servicemen/widows.  To process family pension cases
		(v) Organization Chart	Secretary (Home Secretary) Deputy Commissioner (HOD) Zila Sainik Welfare Officer (HOO) - 01 Senior Assistant (In Addn Supdt) - 01 Clerks - 03 Field Investigator - 01 Welfare Organizer - 01 Driver - 01 Class- IV - 02

S. No.	Item	Details of disclosure	Particulars
1.2	Power and duties of its officers and employees [Section 4(1)(b)(ii)]	(i) Powers and duties of officers (administrative, financial and judicial)	Financial power of Zila Sainik Welfare Officer is up to ₹ 8000/- and DC (HOD) is up to ₹ 1.50 Cr
		(ii) Power and duties of other employees	Enclosed as per <b>Annexure-I</b>
		(iii) Rules/ orders under which powers and duty are derived and	As per norms
		(iv) Exercised	Enclosed as per <b>Annexure-I</b>
		(v) Work allocation	Enclosed as per <b>Annexure-I</b>
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]	(i) Process of decision making. Identify key decision-making points	Copy enclosed as per <b>Annexure-II</b>
		(ii) Final decision-making authority	Secretary
		(iii) Related provisions, acts, rules etc.	As per policies issued by the Record offices and Kendriya Sainik Board.
		(iv) Time limit for taking a decision, if any	As per <b>Annexure-II</b>
		(v) Channel of supervision and accountability	As per <b>Annexure-II</b>
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	Pension cases, Gallantry awards, Scholarships, education grants etc
		(ii) Norms/ standards for functions/ service delivery	As per <b>Annexure-II</b>
		(iii) Process by which these services can be accessed	off line
		(iv) Time-limit for achieving the targets	As per <b>Annexure-II</b>
		(v) Process of redress of grievances	Applications are being forwarded to the concerned department for redressal
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	(i) Title and nature of the record/ manual/ Instruction.	Manual for ex-servicemen
		(ii) List of Rules, regulations, instructions manuals and records.	Central Civil Services Rules & GFR
		(iii) Acts/ Rules manuals etc.	As per policies issued by the Records offices and Kendriya Sainik Board.
		(iv) Transfer policy and transfer orders	Following the orders of Department of Personnel

S. No.	Item	Details of disclosure	Particulars
1.6	Categories of documents held by the authority under its control [Section 4(1)(b) (vi)]	(i) Categories of documents	Records of ex-servicemen
		(ii) Custodian of documents/ categories	Dealing Assistant
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]	(i) Name of Boards, Council, Committee etc.	Zila Sainik Board & Grievances committee for redressal of grievances of ESM
		(ii) Composition	President, Vice President, Member & Secretary
		(iii) Dates from which constituted	11.04.2025
		(iv) Term/ Tenure	Two Years
		(v) Powers and functions	To discuss points for welfare of Serving/ ex-servicemen/widows
		(vi) Whether their meetings are open to the public?	No
		(vii) Whether the minutes of the meetings are open to the public?	No
		(viii) Place where the minutes if open to the public are available?	NA
1.8	Directory of officers and employees [Section 4(1) (b) (ix)]	(i) Name and designation	Copy enclosed as per <b>Annexure-III</b>
		(ii) Telephone, fax and email ID	Copy enclosed as per <b>Annexure-III</b>
1.9	Monthly Remuneration received by officers & employees including system of compensation [Section 4(1) (b) (x)]	(i) List of employees with Gross monthly remuneration	Copy enclosed as per <b>Annexure-IV</b> (Basic pay for the month of Feb 2025)
		(ii) System of compensation as provided in its regulations	As per Central Civil Services Rules
1.10	Name, designation and other particulars of public information officers [Section 4(1) (b) (xvi)]	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate Authority	Sh. RP Singh, Sr Asst (CPIO) Mob 9855194422  Col HS Ghuman (Retd) ZSWO (Appellate Authority) Mob 9877423902
		(ii) Address, telephone numbers and email ID of each designated official.	0172-2701947 <a href="mailto:rpsingh1123@gmail.com">rpsingh1123@gmail.com</a> <a href="mailto:zswchd@gmail.com">zswchd@gmail.com</a>

S. No.	Item	Details of disclosure	Particulars
1.11	No. Of employees against whom Disciplinary action has been proposed/ taken (Section 4(2))	(i) Pending for Minor penalty or major penalty proceedings	Nil
		(ii) Finalized for Minor penalty or major penalty proceedings	Nil
1.12	Programs to advance understanding of RTI (Section 26)	(i) Educational programs	Nil
		(ii) Efforts to encourage public authority to participate in these programs	Nil
		(iii) Training of CPIO/ APIO	Time to time training is being organized by Chd. Admn.
		(iv) Update & publish guidelines on RTI by the Public Authorities concerned	Nil

### **Budget and Programme**

S. No.	Item	Details of disclosure	Particulars
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc. [Section 4(1)(b)(xi)]	(i) Total Budget for the public authority	Copy enclosed as per <b>Annexure-V</b>
		(ii) Budget for each agency and plan & programmed	- do-
		(iii) Proposed expenditures	- do-
		(iv) Revised budget for each agency, if any	- do-
		(v) Report on disbursements made and place where the related reports are available	- do-

S. No.	Item	Details of disclosure	Particulars
2.2	Foreign and domestic tours during 2024-25	(i) Budget (Allotted for TA/DA for FY 2024- 25)	₹ 10,000/-
		(ii) Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department.  (a) Places visited  (b) The period of visit  (c) The number of members in the official delegation  (d) Expenditure on the visit	Nil
		(iii) Information related to procurements  (a) Notice/tender enquires, and corrigenda if any thereon,  (b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured,  (c) The works contracts concluded – in any such combination of the above  (d) The rate /rates and the total amount at which such procurement or works contract is to be executed.	Nil
		(vii) Eligibility criteria for grant of subsidy	NA
		(viii) Details of beneficiaries of subsidy Programme (number, profile etc.)	NA
		(i) Name of the Programme of activity	NA
		(ii) Objective of the Programme	NA
		(iii) Procedure to avail benefits	NA
2.3	Manner of Execution of subsidy Programme [Section 4(i) (b) (xii)]	(iv) Duration of the Programme/Scheme	NA
		(v) Physical and financial targets of the Programme	NA
		(vi) Nature/scale of subsidy/ amount allotted	NA

S. No.	Item	Details of disclosure	Particulars
2.4	Discretionary and non-discretionary grants.	(i) Discretionary and non-discretionary Grants/allocations to State Govt./ NGOs/other institutions	NA
		(ii) Annual accounts of all legal entities who are provided grants by public authorities	NA
2.5	Particulars of Recipients of concessions, permits of authorizations granted by the public authority [Section 4(1) (b) (xiii)]	(i) Concessions, permits or authorizations granted by public authority	NA
		(ii) For each concession, permit or authorization granted Eligibility criteria Procedure for getting the concession/ grant and/ or permits of authorizations Name and address of the recipients given concessions/ permits or authorizations Date of award of concessions /Permits of authorizations	NA
2.6	CAG & PAC paras	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of Administrator, U.T., Chandigarh.	NO Audit Para is FY 2024-25

**Publicity Band Public interface**

S. No.	Item	Details of disclosure	Particulars
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of [Section 4(1)(b)(vii)]	Arrangement for consultations with or representation by the members of the public	NA
		(i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	
		Arrangements for consultation with or representation by Members of the public in policy formulation/ policy implementation Day & time allotted for visitors Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	NA
		Public- private partnerships (PPP)	
		(i) Details of Special Purpose Vehicle (SPV), if any	NA
		(ii) Detailed project reports (DPRs)	NA
		(iii) Concession agreements.	NA
		(iv) Operation and maintenance manuals	NA
		(v) Other documents generated as part of the implementation of the PPP	NA
(vi) Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorization from the government	NA		
(vii) Information relating to outputs and Outcomes	NA		

S. No.	Item	Details of disclosure	Particulars
		(viii) The process of the selection of the private sector party (concessionaire etc.)	NA
		(ix) All payment made under the PPP project	NA
3.2	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of [Section 4(1)(b)(vii)]	Arrangement for consultations with or representation by the members of the public (i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	NA
		Arrangements for consultation with or representation by Members of the public in policy formulation/ policy implementation Day & time allotted for visitors Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	NA
		Public-private partnerships (PPP) (i) Details of Special Purpose Vehicle (SPV), if any	NA
		(ii) Detailed project reports (DPRs)	NA
		(iii) Concession agreements.	NA
		(iv) Operation and maintenance manuals	NA
		(v) Other documents generated as part of the implementation of the PPP	NA
		(vi) Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorization from the government	NA
		(vii) Information relating to outputs and outcomes	NA
		(viii) The process of the selection of the private sector party (concessionaire etc.)	NA
	(ix) All payment made under the PPP project	NA	

S. No.	Item	Details of disclosure	Particulars
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]	Use of the most effective means of communication (i) Internet (website)	All important information relating to this office are regularly uploaded on official website <a href="http://www.chandigarhsainikwelfare.org">www.chandigarhsainikwelfare.org</a> and displayed on the Notice Board
3.4	Form of accessibility of information manual/handbook [Section 4(1)(b)]	Information manual/handbook available in (i) Electronic format	whole information of this office is available on official website <a href="http://www.chandigarhsainikwelfare.org">www.chandigarhsainikwelfare.org</a>
		(ii) Printed format	Information Brochure Available with this office
3.5	Whether information manual/handbook available free of cost or not [Section 4(1)(b)]	List of materials available (i) Free of cost	Yes
		(ii) At a reasonable cost of the medium	NA

### E. Governance

S. No.	Item	Details of disclosure	Particulars
4.1	Language in which Information Manual/Handbook Available	(i) English	English
		(ii) Vernacular/ Local Language	NA
4.2	When was the information Manual/Handbook last updated?	Last date of Annual Updating	The information on the website and manual/Hend Book are frequently updated.
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form	<a href="http://www.chandigarhsainikwelfare.org">www.chandigarhsainikwelfare.org</a>
		(ii) Name/ title of the document/record/ other information	Whole information of the office is available on website
		(iii) Location where available	Whole information of the office is available on website

S. No.	Item	Details of disclosure	Particulars
4.4	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the facilities	Zila Sainik Welfare Office information is available off line and on line mode on website <a href="http://www.chandigarhsainikwelfare.org">www.chandigarhsainikwelfare.org</a> Zila Sainik Welfare Office, U.T, Sector 21-D, Chandigarh Phone No 0172-2701947
		(ii) Details of information made available	Grievances committee constituted
		(iii) Working hours of the facility	06 Applications received and disposed of during FY 2024-25
		(iv) Contact person & contact details (Phone, fax email)	NA
4.5	Such other information as may be prescribed under section 4(i) (b)(xvii)	(i) Grievance redressal mechanism	NA
		(ii) Details of applications received under RTI and information provided	NA
		(iii) List of completed schemes/ projects/ Programs	NA
		(iv) List of schemes/ projects/ programs underway	NA
		(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	NA
		(vi) Annual Report	NA
		(vii) Frequently Asked Question (FAQs)	NA
		Any other information such as Citizen's Charter	Enclosed as per Annexure-VI
		c) Six monthly reports loaded on the website or not	Yes
		d) Performance against the benchmarks set in the Citizen's Charter	NA

S. No.	Item	Details of disclosure	Particulars
4.6	Receipt & Disposal of RTI applications & appeals	(i) Details of applications received and disposed	06 Applications received and disposed of during FY 2024-25
		(ii) Details of appeals received and orders issued	Nil
4.7	Replies to questions asked in the parliament, if any. [Section 4(1)(d)(2)]	Details of questions asked and replies given	Nil

**Information as may be prescribed**

S. No.	Item	Details of disclosure	Particulars
5.1	Such other information as may be prescribed	(i) Name & details of Current CPIOs & First Appellate Authority (FAAs) Earlier CPIO & First Appellate Authority (FAAs) from 1.1.2015	Current CPIO and AA Sh. RP Singh (CPIO) Mob: 9855194422 Col Harjeet Singh Ghuman (Retd) Mob: 9877423902
		(ii) Details of third-party audit of voluntary disclosure Dates of audit carried out Report of the audit carried out	Yes, Third Party Audit carried out on <b>28.08.2025</b>
		(iii) Appointment of Nodal Officers not below the rank of Joint Director/ Additional Director Date of appointment Name & Designation of the officers	Sh. Harbans Singh, Clerk  01.05.2017 Sh. Harbans Singh, Clerk

**Information Disclosed on own Initiative**

S. No.	Item	Details of disclosure	Particulars
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information	On line as well as off line	<a href="http://www.chandigarhsainikwelfare.org">www.chandigarhsainikwelfare.org</a>

**ANNEXURE – 1**

(The powers and duties of the officers and employees)

Name of the Department/Board/Corporation/Institution/Office: Zila Sainik Welfare Office  
U.T, Chandigarh

S. No.	Name of the Post	Powers and duties (in brief)
1	Zila Sainik Welfare Officer (Z.S.W.O.)	Head of Office. Drawing & disbursing officer. To look after the welfare of Serving/Retired Defence personnel and their dependents (which involves re-employment, pension cases, Gallantry Awards, Administrative, attestation documentation & other related problems being faced by the ex-Defence personnel). Designated as Appellate Authority under RTI Act 2005.
2	Sr. Asst	To look after all office work as Superintendent and dealing with establishment, confidential/policy files, court cases and to attend the visitors. In the absence of Z.S.W.O., Sr Asst is authorized to sign routine nature of dak/certificates/ex-serviceman identity cards. He is also assigned the duty to sign the cheques all type of accounts maintained by ZSWO and SRH (Sainik Rest House) jointly with ZSWO. Also performing the duties of CPIO.
3	Clerk	Deals with pension cases, process the papers of Gallantry Awards/Discarded vehicles. To arrange exam of RIMC, Dehradun twice a year.
4	Clerk	Deals with budgetary allotments of plan & Non plan, salaries of staff office, contingencies, and other official accounts.
5	Clerk	To maintains all trust funds such as AFFD Fund, Special Fund for reconstruction and rehabilitation of ex-servicemen, Chandigarh Defence & Security Relief Fund. To monitor the investment in FDRs and maintain the records. Designated as Nodal Officer under RTI Act 2005.
6	Field Investigator	To issue ex-servicemen/widows Identity Cards. Field duties such as any kind of verification as asked by the units/Records Office and visit his allotted area to meet old age ESM/widows to know about their well beings and if they facing any problem to put his full effort to sort out the same.
7	Welfare Organizer	Managing the employment cell for re-employment assistance to ESM. On receipt of requisition the ex-servicemen's name sponsored for job in Govt/Public Sector/Pvt Sector/Bank. To maintain records of registration and placement of ESM. Field duties such as any verifications as asked by the units/Records Office. Receipt and dispatch duties.

**ANNEXURE – 1(Contd)**

S. No.	Name of the Post	Powers and duties (in brief)
8	Driver	To drive official vehicle and its maintenance. Maintenance the Car Diary and Repair Register.
9	Peon (outsourcing basis)	To distribute the local dak and to attend the duties given him from time to time.
10	Safaiwala	To keep neat and clean office premises.

**ANNEXURE – II**

(The procedure followed in the decision-making process, including channels of supervision and accountability)

Name of the Department/Board/Corporation/Institution/Office: Zila Sainik Welfare Office U.T, Chandigarh

S. No.	Nature/Type of Work	Level at which the case is initiated (Name of the post)	Name of the post which deal with the case before the decision-making authority	Level at which decision is made. (Name of the post)	Time limit for taking decision, if any
1	Gallantry Awards	ZSWO	DC	Home Secretary	On completion of documents within 02 Months
2	Issue of certificate of various types of ESM/widows	Welfare Organizer	ZSWO	DC	02 Hours
3	Field verification	Welfare Organizer/ Field Investigator	Sr Asst	ZSWO	03 Days
4	Pension cases to be submitted to concerned Records Office	Clerk	Sr Asst	ZSWO	On completion of documents within 01 Day
5	Issue of Identity Cards	Field Investigator	Sr Asst	ZSWO	02 Hours
6	Processing of applications of ESM to KSB of various types of schemes	Welfare Organizer/ Field Investigator	-	ZSWO	*Same Day

\* On acceptance of application on-line by Kendrya Sainik Board (KSB)

**ANNEXURE – III**

(Directory of the officers and employees)

Name of the Department/Board/Corporation/Institution/Office: Zila Sainik Welfare Office  
U.T, Chandigarh

S. No.	Name of the Officer/employee	Designation	Telephone Number (O)
1	Col Harjeet Singh Ghuman (Retd)	Z.S.W.O.	0172 – 2701947 9877423902
2	Sh. RP Singh	Sr. Asst.	9855194422
3	Sh. Harbans Singh	Clerk	8725900054
4	Sh. Vishwajeet Sahrawat	Clerk	8295501367
5	Sh. Pawan Kumar	Field Investigator	9646093743
6	Sh Satnam Singh	Welfare Organizer	9467817659
7	Sh. Pawandeep Singh	Driver	7018238075
8	Sh. Tilak Raj	Clerk (Contractual Basis)	8802989274
9	Sh. Raju Thapa	Peon	8360059385
10	Sh. Ram Pal Kumar	Safai Wala	7717228986

**ANNEXURE – IV**

(Monthly remuneration received by the officers and employees)

Name of the Department/Board/Corporation/Institution/Office: Zila Sainik Welfare Office  
U.T, Chandigarh

S. No.	Name of the Officer/employee	Designation	Monthly emoluments (Rupees)
1	Col Harjeet Singh Ghuman (Retd)	Z.S.W.O.	Rs 198344/-
2	Sh. RP Singh	Sr. Asst.	Rs 86680/-
3	Sh. Harbans Singh	Clerk	Rs 84844/-
4	Sh. Vishwajeet Sahrawat	Clerk	Rs 80713/-
5	Sh. Pawan Kumar	Field Investigator (on Contract Basis)	Rs 28200/-
6	Sh. Satnam Singh	Welfare Organizer	Rs 49253/-
7	Sh. Pawandeep Singh	Driver	Rs 43717/-
8	Sh. Tilak Raj	Clerk (Contractual Basis)	Rs 33300/-
9	Sh. Raju Thapa	Peon (Outsources through GeM Portal)	On DC Rates
10	Sh. Ram Pal Kumar	Safai Wala (Outsources through GeM Portal)	On DC Rates

Note: Monthly emoluments as per the last month's salary bill i.e. for the month of Feb 2025.

**ANNEXURE – V**

(Budget allocated to each of its agency, indicating the particulars of all Plans, actual expenditures and reports on disbursements made)

Name of the Department/Board/Corporation/Institution/Office: Zila Sainik Welfare Office  
U.T, Chandigarh

S. No.	Head/ Item of the budget	Final Expenditure during the year 2024-25) Amount in thousands)	Disbursement (2024-25)
1	Salaries		The Payments are Made through ECS
2	Wages	The Payments are Made through ECS	
3	Rewards		
4	Medical Treatment		
5	Allowances		
6	Leave Travel Concession		
7	Training Expenses		
8	Domestic Travel Expenses		
9	Office Expenses		
10	Rent, Rate & Taxes		
11	Digital Equipment		
12	P.O.L.		
13	Repair and Maintenance		
14	Scholarship/ Stipends		
15	Other Revenue Expenditure (WWV-II)		
16	Stipend for RIMC Cadets		
17	Incentive grant of one lac to the cadets on commissioning in Defence services		

**CITIZEN'S CHARTER**

S. No.	Name of the Service being provided	Given Time Limit for delivery of each service (Working days)	Designation of the designated officer	Designation of the Appellate Authority	Designation of the Second Appellate Authority	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Gallantry Awards (Financial benefits subject to submission of all documents)	02 Months	ZSWO	DC	Home Secy	-
2	Issue of certificate of various types of ESM/ widows & their dependents	02 Hours	Welfare Organizer	Sr Asst	ZSWO	-
3	Field verification	03 Days	Welfare Organizer/ Field Investigator	Sr Asst	ZSWO	-
4	Pension cases to be submitted to concerned Records Office	01 Days	Clerk	Sr Asst	ZSWO	-
5	Issue of Identity Cards	02 Hours	Field Investigator	Sr Asst	ZSWO	-