

Information Handbook under RTI Act, 2005

Obligations of Public Authorities



Manuals under Right to Information Act, 2005

English Version

REAL ESTATE REGULATORY AUTHORITY, PUNJAB
1st Floor, Block-B, Plot No.3, Madhya Marg,
Sector-18A, Chandigarh-160018

Website : www.rera.punjab.gov.in

Email Id: helprera@punjab.gov.in

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Note: The manuals in Punjabi versions are not readily available; however, the Punjabi version of the same will be uploaded to the website as soon as it is available.

INTRODUCTION

I. In order to promote transparency and accountability in the working of every Public authority and to empower the citizens to secure access to information under the control of each public authority, the Government of India has enacted “The Right to Information Act, 2005”, (RTI Act) which came into force on 15.06.2005. In accordance with the provisions of section 4(1) (b) of this Act, the Real Estate Regulatory Authority, Punjab has brought out this manual for Information and guidance of the stakeholders and the general public.

II. Section 4 of RTI Act2005

1. Every Public Authority shall:-

- a) Every Public Authority shall maintain all its records duly catalogued and indexed in a manner
- b) 17Manuals
- c) Publish all relevant facts while formulating important policies or announcing the decisions which affect public informed
- d) Provide reasons for its administrative or quasi-judicial decisions to affected persons

2. Every Public Authority shall provide as much information Suo-motu to the Public at regular intervals through various means of communication, including the internet (Clause b of Sub-Section1)

3. Every Information shall be disseminated widely (Sub-Section1)

4. All materials shall be disseminated taking into consideration the cost effectiveness, local language and the most effective method of communication in that local area and the information should be easily accessible;

III. The purpose of this manual is to inform the general public about Authority’s organizational set-up, functions and duties of its officers and employees, records and documents available with it;

IV. This manual is aimed at the public in general and users of the services, and provides information about the schemes, projects and programmes being implemented by the Authority.

Manual 1 : Particulars of the Public Authority

Name and address of the organization:

REAL ESTATE REGULATORY AUTHORITY, PUNJAB
1st Floor, Block-B, Plot No.3, Madhya
Marg, Sector-18A, Chandigarh-
160018

Head of the organization:

Chairperson

Key Objectives:

The Real Estate (Regulation and Development) Act, 2016 came into force with effect from May 1, 2017. The key objectives of the Authority under this Act are:

- Ensuring Transparency & Efficiency in real estate sector in regard to sale of plot, apartment, building or real estate project.
- Protecting the interest of consumers in real estate sector
- Establishing adjudicating mechanism for speedy dispute redressal

Functions and duties

As regards duties and functions of the Authority as provided under Section 34 of the Act these shall include-

- (a) to register and regulate real estate projects and real estate agents registered under this Act;
- (b) to publish and maintain a website of records, for public viewing, of all real estate projects for which registration has been given, with such details as may be prescribed, including information provided in the application for which registration has been granted;
- (c) to maintain a database, on its website, for public viewing, and enter the names and photographs of promoters as defaulters including the project details, registration for which has been revoked or have been penalized under this Act, with reasons therefor, for access to the general public;

- (d) to maintain a database, on its website, for public viewing, and enter the names and photographs of real estate agents who have applied and registered under this Act, with such details as may be prescribed, including those whose registration has been rejected revoked;
- (e) to fix through regulations for each areas under its jurisdiction the standard fees to be levied on the allottees or the promoter or the real estate agent, as the case maybe;
- (f) to ensure compliance of the obligations cast upon the promoters, and the allottees and the real estate agents under this Act and the rules and regulations made thereunder;
- (g) to ensure compliance of its regulations or orders or directions made in exercise of its powers under this Act;
- (h) to perform such other functions as may be entrusted to the Authority by the appropriate Government as may be necessary to carry out the provisions of this Act.

1.4 Organizational structure of Authority:

The Authority is headed by the Chairperson with 2 full time Members and an Adjudicating Officer; assisted by the Secretary and **25** staff members of various categories.

Manual2: Powers & duties of various wings of the Authority:

1. Administration Wing: General Administration, HR, Outsourcing of various services, Contracts, Enforcement of various provisions of the Act/ Preparation of annual report of the Authority.
2. Finance & Accounts Wing: All the work relating to Finance and Accounts of the Authority; Management of the funds and expenditure of the Authority/Checking of Project files/ Audit of accounts/ Filing income tax/other statutory returns/Preparation of Budget of the Authority/ Annual Report of the Authority.
3. Legal Wing: Handling all the Legal work of the Authority. Assisting the Authority/ Adjudicating Officer while hearing the complaints. Defending Court Cases in various courts of Law/ giving legal opinion to the Authority as and when asked for.
4. IT Wing: Responsible for maintenance of the web portal of the Authority.

Manual3: Procedure followed in decision making

Process of decision making:

- All policy decisions are taken in the meetings of the Authority held once every quarter.
- The Authority functions under the general supervision and directions of the Chairperson.
- Powers have been delegated to the Secretary for routine activities of recurring nature.
- Complaints filed under section 31 are decided by the various Benches of the Authority; or the full Authority; or by the Adjudicating Officer depending on the nature of the complaint.

Final decision making authority:

- Authority in matters of policy
- Chairperson for other matters.

Time limit for taking a decision:

- As per provisions of Real Estate (Regulation and Development) Act, 2016 and Regulations of the Authority.

Channels for supervision and accountability:

The Authority functions under the general supervision and directions of the Chairperson.

Manual 4: Norms for discharge of functions:

Nature of functions/services offered

Norms/standards for functions / service delivery

Time-limits for achieving the targets

Reference document prescribing the norms

S. No.	4.1)Nature of functions /services offered	4.2)Norms/standards for functions/service Delivery.	4.3)Time limits for achieving the Targets	4.4) Reference document prescribing the norms.
1.	Functions as assigned to the Authority U/S 34 of The Real Estate (Regulation and Development) Act, 2016.	The norms followed are prescribed in the Act and the Rules issued thereunder.	As specified in the Act and Rules/Regulations.	<ol style="list-style-type: none">1. The Real Estate (Regulation and Development) Act, 2016.2. The Punjab State Real Estate (Regulation and Development) Rules, 2017.3. The Punjab Real Estate Regulatory Authority (Recruitment and conditions of Service of Employees) Regulations, 2017.4. The Punjab Real Estate Regulatory Authority (General) Regulations, 2017.5. The Punjab Real Estate Regulatory Authority (Procedure regarding handling of Complaints and related matters) Regulations, 2017.

All the functions of the Authority are discharged within the time frame notified under the Act/Rules/Regulations to the extent possible.

Manual 5: Rules, regulations, instructions, manuals and records held by the Authority or under its control or used by its employees for discharging its functions:

Title and nature of the record/manual/instructions

Sr. No.	Title	Nature
1)	The Real Estate (Regulation and Development) Act, 2016.	Act
2)	The Punjab State Real Estate (Regulation and Development) Rules, 2017.	Rules to supplement the provisions of the Act.
3)	The Punjab Real Estate Regulatory Authority (Recruitment and conditions of Service of Employees) Regulations, 2017.	Regulations to deal with service matters
4)	The Punjab Real Estate Regulatory Authority (General) Regulations, 2017.	Regulations to govern the general functions of the Authority
5)	The Punjab Real Estate Regulatory Authority (Procedure regarding handling of Complaints and related matters) Regulations, 2017	Regulations detailing the procedure to be followed for deciding complaints.
6)	Circulars/Instructions	To Guide the Authority's staff on various issues.

Record held.

- 1) Record of all Projects registered with the Authority.
- 2) Record of all Real Estate Agents registered with the Authority.
- 3) Record of complaints filed by various complainants as well as decided by the Authority/Adjudicating Officer.
- 4) Record of all the notices issued and decided under various provisions of the Act/Rules

Manual 6 : Categories of documents held by the Authority or which are under its control.

Title of the document: Project registration files/Real Estate Agents Registration files/Complaints files/ Notices issued under various provisions of the Act.

Category of document: -do-

Custodian of the documents

Name of the Document	Procedure to obtain the document.	Held by/Under control of
All records pertaining to the General Administration, HR, Outsourcing of various services, Contracts, Enforcement of various provisions of the Act/ govt Preparation of annual report of the Authority.	As provided under the RTI Act.	Admin Wing
All records pertaining to the Finance and Accounts of the Authority; Management of the funds and expenditure of the Authority / Audit of accounts/ Filing income tax /other statutory returns / Preparation of Budget of the Authority/ Annual Report of the Authority.	-do-	F&A Wing
All records pertaining to the Legal work of the Authority, including record of complaints.	-do-	Legal Wing
Record of the software development work orders and minutes of the meeting with the development agency.	-do-	IT Wing

Manual 7: Arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof.

7.1 Relevant rules, circular etc: Rules are framed by the govt. before issuing circulars, stakeholders are consulted wherever necessary.

7.2 Arrangements for consultation with or representation by the members of the public in policy formulation / policy implementation:

Through website.

Through E-mails/ telephone calls/help desk. Interaction with stakeholders from time to time.

Manual 8: Boards, Councils, Committees and other bodies constituted as part of the Public.

Name of the Board, Council, Committee etc: No Board/Council/ Committee has been set up to advise the RERA.

S. no.	Name of the Board/Council/ Committee etc.	Member Name	Designation	Address	Contact details(Email, Phone, Fax, Mobile)
1.	N/A	N/A	N/A	N/A	N/A

Composition Powers & functions: N/A

Whether their meetings are open to the public? N/A

Whether the minutes of the meeting are open to the public: N/A

Place where the minutes if: N/A

Open to the public is available? N/A

Manual 19: Directory of officers and employees:

Sr. No.	Designation	Name	Landline No.+0172	EPBX No.	Email Address
1.	Chairperson	Shri N.S. Kang	+5139801	201	chairrera@punjab.gov.in
2.	Member	---	+5139803	203	---
3.	Member	Shri Ajay Pal Singh	+5139802	202	memberaps.rera@punjab.gov.in
4.	Adjudicating Officer	Shri Balbir Singh	+5139830	230	ao1.rera@punjab.gov.in
5.	Secretary	Shri Charandev Singh Maan	+5139804	204	secy.rera@punjab.gov.in
6.	Manager(F&A)	Shri Rajan Munjal	+5139811	211	mngrfnarera@punjab.gov.in
7.	Manager (Legal)	Shri Deepak Juneja	+5139823	223	mngrlegal.rera@punjab.gov.in
8.	Manager (Projects and Regulation)	Shri Rajinder Singh	+5139817	217	mngrprojects.rera@punjab.gov.in
9.	Manager(IT)	Shri Manish Sharma	+5139822	222	mngrit.rera@punjab.gov.in
10.	AM(Admn)	Shri Inderjit	+5139809	209	Amadmin2rera@punjab.gov.in
11.	AM(Admn)	Ms. Neha Thakur	+5139812	212	Amadmin1rera@punjab.gov.in
12.	AM(F&A)	Shri Chhavior	+5139818	218	amfnarera@punjab.gov.in
13.	AM(Legal)	Shri Jaspal Singh Khaira	+5139819	219	amlegal.rera@punjab.gov.in
14.	PS	Shri S.K. Godara	+5139806	206	psmemaps.rera@punjab.gov.in
15.	PS	Shri Ravinder Kumar	+5139807	207	pschairrera@punjab.gov.in
16.	PS	Ms. Hetu Sharma	+5139805	205	psmemsgrera@punjab.gov.in
17.	Reader to Adjudicating Officer	----	+5139832	232	readerao.rera@punjab.gov.in
18.	PA	Shri Rakesh Kumar	+5139814	214	pasecyrera@punjab.gov.in
19.	PA	Ms. Anju	+5139816	216	pachairrera@punjab.gov.in
20.	PA	Ms. Tejinderjeet Kaur	+5139813	213	pamemaps.rera@punjab.gov.in
21.	PA	Shri Sawan Kumar	+5139815	215	pamemsgrera@punjab.gov.in
22.	Executive(Legal)	Ms. Manmeen Khokhar	+5139821	221	exclegalrera@punjab.gov.in
23.	Executive(Gen)	Shri G.S. Tiwana	+5139825	225	excgen1rera@punjab.gov.in
24.	Executive(Gen)	Ms. Ranjeet Kaur	+5139820	220	excgen2rera@punjab.gov.in
25.	Executive(Gen)	Shri Pardeep Kumar	+5139828	228	excgen3.rera@punjab.gov.in
26.	Executive (Gen)	Ms. Seema	+5139800	208	egen.rera@punjab.gov.in
27.	Executive (F&A)	Ms. Geetanjali	+5139827	227	efa.rera@punjab.gov.in
28.	Programmer	Shri Karanpreet Singh	+5139810	210	programmer.rera@punjab.gov.in
29.	System Analyst	Shri Arun Verma	+5139837	237	sa1.rera@punjab.gov.in
30.	Executive Assistant	Ms. Anjali	+5139831	231	ea1.rera@punjab.gov.in

Manual 10 : Monthly remuneration sanctioned for each of its officers and employees.

The monthly remuneration for the officers and employees of the Authority are as per fixed salary/ pay scales sanctioned by the Authority.

S.No	Designation of Post	Monthly Consolidated Remuneration (in Rs.)
1.	Chairperson	2,50,000/-
2.	Member	2,00,000/-
3.	Adjudicating Officer	1,50,000/-
4.	Secretary	1,10,000/-
5.	Manager (Projects and Regulation)	70,000/-
6.	Manager (F &A)	70,000/-
7.	Manager(Legal)	70,000/-
8.	Manager (IT)	70,000/-
9.	Private Secretary	55,000/-
10.	Assistant Manager (Admn.)	55,000/-
11.	Assistant Manager (F&A)	55,000/-
12.	Assistant Manager (Legal)	55,000/-
13.	Executive (General)	45,000/-
14.	Executive (Legal)	45,000/-
15.	Executive (Finance & Accounts)	45,000/-
16.	Executive Assistant	45,000/-
17.	System Analyst	45,000/-
18.	Programmer	45,000/-
19.	Personal Assistants	45,000/-
20.	Messengers	20,000/-

Manual 11 : Budget allocated to each agency including all plans, proposed expenditures and reports on disbursements made etc.

The income of the Authority is credited into the Real Estate Regulatory fund created under Section 75 of the Act, and is used for the purposes enumerated in Sub Section (2) thereof.

The Annual Statement of Accounts Comprises of;

- i) Receipts and Payments Account.
- ii) Income and Expenditure Account.
- iii) Balance Sheet.

There are no separate agencies within the Authority.

Manual 12: Manner of execution of subsidy programmes

Name of the programme or activity

Objective of the program

Procedure to avail benefits

Duration of the programme/scheme

Physical and financial targets of the program

Nature/scale of subsidy/amount allotted

Eligibility criteria for grant of subsidy

S. No.	Name of the programme or activity	Objective of the programme	Procedure to avail benefits	Duration of the programme/scheme	Physical & financial targets of the programme.	Nature/scale of subsidy/amount allotted	Eligibility criteria for grant of subsidy
1)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Details of beneficiaries of subsidy program (Number, Profile etc.): RERA does not implement any subsidy programme.

Manual 13: Particulars of recipients of concessions, permits or authorization granted by the Public Authority

Concessions, permits or authorizations granted by Public Authority

For each concession, permit or authorization granted

Eligibility criteria

Procedure for getting the concession/grant and/or permits or authorizations

Name and address of the recipients given concessions/ permits or authorizations

Date of award of concessions/ permits or authorizations

S. no.	Concessions, permits or authorizations granted by Public Authority	Eligibility criteria	Procedure for getting the concession/ grant and/ or permits or authorizations	Name and address of the recipients given concessions / permits or Authorizations	Date of award of concessions / permits or authorization	For each Concession, permit or authorization granted
1)	N/A	N/A	N/A	N/A	N/A	N/A

No concessions /permits / authorizations are given by the Authority.

Manual 14: Information available in electronic form

Details of information available in electronic form:

- Record pertaining to registration of projects with the Authority.
- Record pertaining to registration of Real Estate Agents registered with the Authority.
- Record pertaining to complaints filed by various complainants and decided by the Authority.

Name/title of the document/record/other information available on the website:

- The Real Estate (Regulation and Development) Act,2016.
- The Punjab State Real Estate (Regulation and Development) Rules,2017.
- The Punjab Real Estate Regulatory Authority(Recruitment and conditions of Service of Employees) Regulations,2017.
- The Punjab Real Estate Regulatory Authority (General) Regulations,2017.
- The Punjab Real Estate Regulatory Authority (Procedure regarding handling of Complaints and related matters) Regulations,2017.
- Circulars issued by the Authority.
- Orders passed by the Authority.
- RTI Manuals.
- List of registered real estate projects in the State.
- List of registered estate agents in the State.
- Status of complaints, cause list and orders passed by the Bench

Manual 15: Particulars of facilities available to citizens for obtaining information

15.1 Name & location of the facility:

REAL ESTATE REGULATORY AUTHORITY, PUNJAB
1st Floor, Block-B, Plot No.3, Madhya Marg,
Sector-18A, Chandigarh-160018

15.2 Details of information made available:

Proactive Disclosures under section (4) of RTI Act 2005

15.3 Working hours of the facility: 09:00 A.M to 05:00 P.M

15.4 Contact Person & contact details (phone, fax, email):

Shri Manish Sharma, Manager(IT)
Public Information Officer (PIO)
Off: 0172-5139822

15.5 RERA Web Portal:

www.rera.punjab.gov.in

Manual 16: Names, designation and other particulars of public information officers

16.1 Name and designation of the Public Information Officer, Assistant Public Information Officer (s) & Appellate Authority Address, telephone numbers and email ID of each designated official

RERA Office: **REAL ESTATE REGULATORY AUTHORITY, PUNJAB,**
1st Floor, Block-B, Plot No.3, Madhya Marg,
Sector-18A, Chandigarh-160018

The details of Public Information Officer (PIO)/Asstt. Public Information Officer (APIO) and Appellate Authority (AA) at RERA are as follows:-

Sr. No.	Name & designation of PIO	Contact details	Contact
1.	Shri Manish Sharma, Manager(IT) PIO	1st Floor, Block-B, Plot No.3, Madhya Marg, Sector-18A, Chandigarh-160018	0172-5139822
2.	Shri Inderjeet, AM(Admn.) APIO	1st Floor, Block-B, Plot No.3, Madhya Marg, Sector-18A, Chandigarh-160018	0172-5139809

Appellate Authority (AA)

Sr. No.	Name & designation of AA	Contact details	Contact
1.	Sh. Charandev Singh Maan Secretary	1st Floor, Block-B, Plot No.3, Madhya Marg, Sector-18A, Chandigarh-160018	0172-5139804

Manual 17: Any other useful information

17.1 Citizen's charter of the public authority: N/A

17.2 Grievance redressal mechanisms:

Website: www.rera.punjab.gov.in

E-mail: helprera@punjab.gov.in

17.3 Details of applications received under RTI and information provided:

Year	Applications received	Applications disposed off	Pending
upto December, 2018	131	131	NIL
w.e.f01.01.2019 to 31.12. 2019	233	230	03
01.01.2020 to 31.12.2020	138	132	06
01.01.2021 to 31.12.2021	219		

17.4 List of completed schemes / projects / programmes: N/A

17.5 List of schemes/projects/programmes underway: 2nd phase of registration software under process

17.6 Details of all contracts entered into including name of the contractor, amount of contract and period of completion of Contract:-

S.No.	Project/Scheme/ Programme Name & details of Project.	Name of contractor	Amt. (in Rs.)	Completion of contract.
1.	Development of Web Portal of RERA	C-DAC, Mohali	18,42,850/- + GST	31.08.2021

17.7Any other information-

17.7.5 RTI Applications Blank Formats

Form 'A'

Form of application for seeking information under the Right to Information Act, 2005

I.D.No _____
(For official use)

To
The Public Information Officer,
Authority Name
City

1. Full Name of the Applicant _____
2. Father's/Spouse's name _____
3. Permanent Address _____
4. Correspondence Address _____
5. Particulars of information required
 - a. Subject matter of information*: _____
 - b. The period to which the information relates** _____
 - c. Specify details of information required _____
 - d. Whether information is required by post or in person _____
(The actual postal charges shall be included in providing information)
 - e. In case by post (Ordinary, Registered or Speed post.) _____
6. Is this information not made available by the Public Authority under voluntary disclosure?

7. Do you agree to pay the required fee? _____
8. Have you deposited application fee? (If yes, details of such deposit)

9. Whether belongs to Below Poverty Line category? If yes, have you furnished the proof of the same with applicant?
Place :.....
Date :.....

Full Signature of the applicant and Address
E-mail address, if any.....
Tel. No.(Office).....
(Residence).....

Note: - (i) Reasonable assistance can be provided by the competent authority in filling up the Form A.

(ii) Please ensure that the Form A is complete in all respect and there is no ambiguity in providing the details of information required.

ACKNOWLEDGEMENT OF APPLICATION IN FORM –A

I.DNo _____

Dated: _____

1. Received an application in Form A from Shri/Ms. _____ resident of _____ under the Right to Information Act,2005.
2. The information is proposed to be given normally within 30 days from the date of receipt of application and in case it is found that the information asked for cannot be supplied, the rejection letter shall be issued stating reason there of.
3. The applicant is advised to contact the PIO/APIO between 11 A.M to 1P.M.
4. In case the applicant fails to turn up on the scheduled date(s), the Competent Authority shall not be responsible for delay, if any.
5. The applicant shall have to deposit the balance fee, if any, with authorized person before collection of information.

Signature and Stamp of the
Public Information Officer

Dated.....

E-mail address:

Web-site:

Tel. No:

Form 'B'
TRANSFER OF APPLICATION FORM

From _____

Dated:

To

Sir / Madam,

Please refer to your application; I.D. No. _____ dated _____
addressed to the undersigned regarding supply of information on

2. The requested information does not fall within the jurisdiction of this Authority and therefore, your application is being referred herewith to Shri _____
3. This is supersession of the acknowledgement given to you on _____

Yours faithfully,

Public Information Officer.

E-mail address: _____

Web-site: _____

Tel. No. _____

Form 'C'
Rejection Order
[See rule 8&9]

From _____

Dated:

To

Sir/ Madam,

Please refer to your application; I.D. No. _____ dated _____
addressed to the undersigned regarding supply of information on

2. The information asked for cannot be supplied due to following reasons:-

i).....

ii).....

3. As per Section 7 (8) of Right to Information Act, 2005, you may file an appeal to the Appellate authority within 30 days of the issue of this order.

Yours faithfully,

Public Information
Officer.

E-mail address:

Web-site: _____

Tel. No. _____

FORMAT OF REGISTER TO BE MAINTAINED BY THE COMPETENT AUTHORITY

ID No	Name & address of applicant	Date of receipt of application in Form-A	Type of information asked	Particulars of fees deposited			Status of disposal of application			
				Amount	Receipt No.	Date	Information		Application	
							Supplied	Partially supplied	Rejected	Returned to applicant

18 Publish all relevant facts while formulating important policies or announcing the decisions which affect public: N/A

19 Provide reasons for its administrative or quasi-judicial decisions to affected persons

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

g) _____