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PART I

Punjab Government Notifications and Orders

GOVERNMENT OF PUNJAB

DEPARTMENT OF GOOD GOVERNANCE AND INFORMATION TECHNOLOGY

(Good Governance and Information Technology Branch-1)

NOTIFICATION

The 7th September, 2026

No.1154928: DGRPG-GR10MISC/44/2026-GR-1/I/1495107/2026.-In exercise of the powers conferred upon the Government of Punjab and in pursuance of its commitment towards providing transparent, efficient, accessible and citizen-centric public services through digital governance initiatives, the Governor of Punjab is pleased to notify the launch of the **Unified Citizen Service Portal**, accessible at **Digi.Punjab.gov.in**, as the common platform for delivery of citizen services in the State of Punjab.

1. The Unified Citizen Service Portal has been established as an integrated digital platform to facilitate citizens in accessing government services through a single interface. The portal shall provide facilities for online service applications, payment of prescribed fees, status tracking, communication with applicants, processing of applications by concerned departments, and issuance of digitally signed certificates, approvals, permissions, licenses and other service outputs, as applicable. The portal has been envisaged to serve as a unified interface for services offered by various Departments, Boards, Corporations and Autonomous Bodies of the Government of Punjab.
2. The Unified Citizen Service Portal is a citizen-centric digital platform of the Government of Punjab aimed at providing a single point of access for availing government services through online mode, Sewa Kendras and Door Step Delivery.
3. All Administrative Departments, Heads of Departments, Boards, Corporations, Field Offices and Authorities concerned shall take necessary measures for adoption and implementation of the Unified Citizen Service Portal for their citizen services and shall extend all necessary administrative and technical support to ensure smooth delivery of services through the aforesaid channels.
4. Now, therefore, with the approval of the Competent Authority, it is hereby notified for strict compliance by all Administrative Departments, Heads of Departments, Divisional Commissioners, Deputy Commissioners, and Sub-Divisional Authorities that **Digi.Punjab.gov.in** shall be the official unified state portal for service delivery with immediate effect and services offered on this portal shall be processed online only.

5. Services across departments shall be onboarded and launched on **Digi.Punjab.gov.in** in a structured, phased manner. Departments shall transition their respective notified services onto the portal according to the officially released deployment schedules, replacing legacy systems progressively. This exercise shall be completed within 1 year from the date of this notification.
6. All designated processing officials, branch in-charges, tehsildars, and departmental approvers across all districts and tehsils must process, verify, and clear applications strictly within the workflows configured on the portal.
7. The portal features built-in analytics dashboards for monitoring application lifecycles. All Administrative Secretaries and Deputy Commissioners are directed to actively track overall pendency, stage-wise bottlenecks, and **actor-wise pendency** (tracking individual official processing delays) to ensure strict adherence to stipulated service delivery timelines.
8. All departments are directed to immediately transition their existing online service links to point directly to **Digi.Punjab.gov.in** and ensure that all internal processing staff are fully aligned with this directive.
9. The Department of Good Governance & Information Technology shall be the nodal department for overall coordination, implementation, monitoring, enhancement and governance of the Unified Citizen Service Portal and may issue such operational instructions, guidelines and procedures as may be necessary for effective implementation of this notification.

D.K. TIWARI

Chandigarh

The 6th September, 2026

Additional Chief Secretary to Government of Punjab

Department of Good Governance and Information Technology