

CHECKS ON DELAYS

47.1 **Weekly arrear statement :**

- (i) On the last working day of every week, each dealing hand will :
 - (a) prepare a weekly arrear statement in the form prescribed ([Annexure-XXVII](#));
 - (b) give particulars of receipts/cases pending with him for more than 7 days in the form prescribed ([Annexure-XXVIII](#)); and
 - (c) send the two statements to the diarist.
- (ii) The Section Officer will also prepare similar statements in respect of receipts/cases required to be dealt with by him and pass them on to the diarist.
- (iii) The diarist will consolidate the individual weekly arrear statements in the form prescribed and submit the consolidated statement together with the individual statements mentioned in (a) and (b) of sub-para (i) above to the Section Officer on the morning of the first working day of the following week. The individual statements of each dealing hand will be kept in a separate folder.
- (iv) The Section Officer will:
 - (a) check the individual and consolidated arrear statements for their completeness and accuracy;
 - (b) scrutinise the statements of receipts/cases which are more than one week old;
 - (c) give his remarks or instructions, where necessary;
 - (d) submit the statements to the Branch Officer.
- (v) The Branch Officer will watch the progress of work in the Section and where necessary, give suitable directions for expeditious handling of delayed receipts/cases.
- (vi) On receipt in the Section, the folders containing individual arrear statements will be made over to the dealing hands concerned for taking necessary action on the remarks, if any, of the Section Officer/Branch Officer and using the form for preparing the arrear statement for the next week.

47.2 **Monthly statement of cases pending disposal for over a month :**

- (i) Every Section will prepare each month a statement indicating briefly the position of each case pending disposal for over a month.
- (ii) On the last working day of each month, the diarist will :
- (a) go through the case sheets ([Annexure-XXIX](#)) of pending cases for the preceding month and indicate the latest position of each case included therein in column 2 of the statement;
 - (b) prepare fresh case sheets for cases opened during the preceding month but not yet finally disposed off, by completing column 1 and 2 of the form and top fixed entries;
 - (c) hand over the case sheets to the dealing hands concerned.
- (iii) The dealing hand will :
- (a) scrutinise entries in the first two columns of the case sheets;
 - (b) draw a red line across case sheets of cases that have been finally disposed off or transferred to call book ([Annexure-XXX](#));
 - (c) complete column 4 of other case sheets;
 - (d) return the case sheets to the diarist by the 2nd of the month following that to which the statement relates.
- (iv) The diarist will :
- (a) remove the case sheets of files that have been finally disposed off or transferred to call book for being kept in a separate folder;
 - (b) arrange the remaining case sheets in chronological order of the dates of the commencement of cases, the latest being on top;
 - (c) place the case sheets in a file cover marked "Monthly statement of cases pending disposal for over a month";
 - (d) prepare in duplicate a numerical abstract ([Annexure-XXXI](#)); and
 - (e) submit the monthly statement and the two copies of the numerical abstract to the Section Officer by the 3rd of the month.
- (v) The Section Officer will :
- (a) scrutinise the case sheets and where necessary, add his remarks;
 - (b) check the numerical abstract for accuracy;
 - (c) submit the monthly statement and one copy of the numerical abstract with a brief forwarding note to the Branch Officer by the 5th of the month; and
 - (d) send the second copy of the numerical abstract to the Internal Work Study Unit.

- (vi) Unless otherwise provided in the departmental instructions, the monthly statement together with the numerical abstract will go up to the Joint Secretary. Each of these officers may :
 - (a) add such remarks as he would like to make about latest position of a case;
 - (b) in suitable cases give directions or make suggestions for expeditious disposal.
- (vii) The Joint Secretary may bring any case included in the monthly statement to the specific notice of higher officers or minister, either through submission of the monthly statement itself or otherwise, as deemed fit.
- (viii) The Internal Work Study Unit will :
 - (a) post the figures in the numerical abstract, in the form prescribed and return the abstract to the Section concerned;
 - (b) prepare the consolidated statement for the department as a whole by totalling the column vertically;
 - (c) analyse the trend of disposal of cases;
 - (d) bring to the notice of the O&M Officer and the Secretary, any significant trends.

47.3

Call book :

- (i) If a current case has reached a stage when no action can or need be taken to expedite its disposal for at least 6 months (e.g. cases held up in Law Courts), it may be transferred to the call book with the approval of an officer not below the rank of Under Secretary.
- (ii) Closed cases in which a review is contemplated after a period of 6 months or more may also be included in the call book.
- (iii) Cases transferred to call book vide sub-para (i) above, will be excluded from the monthly statement of pending cases till they are reopened vide sub-para (iv) below.
- (iv) When a case included in the call book becomes ripe for action or if action has to be restarted as a sequel to an unexpected development, e.g. receipt of a communication from the party concerned earlier than expected, it will be revived and its progress watched in the usual way through the monthly statement of pending cases. The date of commencement of such reopened cases, however, will be the date of occurrence of the development or that of the first note leading to the reopening of the case.

- (v) The Section Officer will scrutinise the call book in the last week of every month to see that the cases which become ripe for further action during the following month are brought forward and action initiated on due dates. The call book will be submitted to the Branch Officer once a quarter i.e. during the months of January, April, July and October. He will satisfy himself that no case on which action could have been taken suffers by its inclusion in the call book and in suitable cases, give directions for the action to be taken.

47.4 **Monthly progress reports of recording and review of files :**

(i) On the first working day of each month, the Record Clerk will prepare in duplicate progress reports on the recording and review of files for the preceding month in the forms at ([Annexures-XXXII](#)) and submit them, together with the following records, to the Section Officer:

- (a) Register for watching the progress of recording;
- (b) Record review register; and
- (c) Lists of files received for review.

(ii) The Section Officer will check the two statements, submit one copy of the report to the Branch Officer and send the other to the Internal Work Study Unit.

(iii) The Internal Work Study Unit will :

- (a) post the figures in the forms prescribed and return the reports to the section concerned;
- (b) prepare the consolidated statement for the department as a whole by vertically totalling the columns in the form prescribed;
- (c) watch the progress of recording and review work generally; and
- (d) bring to the notice of the O&M Officer and the Secretary, any significant trends in the matter.

47.5 **Reminder diary :**

(i) The diarist will maintain a reminder diary in which he will enter, date-wise, all cases marked for suspense or reminder and required to be brought forward on specified dates. Challans of files referred to other Sections/Departments will also be similarly entered.

(ii) Every morning the diarist will :

- (a) examine the reminder diary;
- (b) get hold of the files and challans, marked for that date;

- (c) send the files and challans to the dealing hands concerned after scoring off the relevant entries in the diary; and
- (d) if any file entered in the diary for that date is not available, report the fact to the dealing hand concerned who will ensure that appropriate action is taken in such cases.

47.6 **Watch on disposal of communications received from members of Parliament :**

(i) To enable each Joint Secretary, Director in a department to keep a special watch on speedy disposal of communications received from the members of Parliament and addressed to a Minister or a Secretary, the personal staff attached to him will :

- (a) maintain register in the form prescribed;
- (b) mark out prominently those communications finally disposed off by rounding off the relevant serial numbers of the register in red ink; and
- (c) submit the register twice a month, say on the 1st and the 15th of each month to the Joint Secretary/Director for scrutiny and such other action as he may consider appropriate.

(ii) The concerned sections will also maintain a similar register for keeping a special watch on the speedy disposal of communications received from the members of Parliament.

47.7 **Register of Parliamentary Assurances :**

(i) Each Section in a department will keep a record in the form ([Annexure-XXXIII](#)) of assurances given by a Minister to either House of Parliament, whether in replies to questions or in the course of discussions on bills, resolutions and other motions. A separate register will be maintained for each House and entries therein will be made session-wise.

(ii) The Section Officer will :

- (a) scrutinise the register once a week;
- (b) ensure that necessary follow-up action is in fact being taken; and
- (c) the Section Officer will submit the registers to the Branch Officer every fortnight if the House concerned is in session and once a month otherwise, drawing his special attention to assurances which are not likely to be implemented within period of two months.

(iii) The Branch Officer will keep the higher officers and the Minister informed of the progress made in the implementation of promises and undertakings given by him in Parliament. Cases in which there is likely to be any delay in the

implementation of a promise or an undertaking should be particularly brought to their notice.

47.8 Check list of periodical reports :

(i) To ensure timely receipt, preparation and despatch of periodical reports, each section will maintain two check-lists, one for incoming reports and the other for outgoing reports, in the forms at [Annexure-XXXIV](#) & [Annexure-XXXV](#) Periodical reports will be listed in column 2 of the appropriate check list in the order of their frequency, weekly reports being entered first, fortnightly reports next, and so on.

(ii) The check-lists will be prepared at the commencement of each year, approved by the Section Officer, shown to the branch officer and displayed prominently on the wall.

(iii) The Section Officer will go through the check list once a week to plan action on items requiring attention during the next week or so. After a periodical report has been received or despatched, the relevant entry in the date column of the appropriate check list will be rounded off in red ink.

47.9 Responsibility of expeditious disposal of work :

(i) The primary responsibility for expeditious disposal of work and timely submission of arrear and disposal statements rests with the Section Officer. To this end, he will inspect the section diary and the assistants diary and take such other action as may be necessary to ensure :-

- (a) that no paper or file has been overlooked; and
- (b) that no receipt or case actually pending with the dealing hand has been excluded from the relevant arrear statement.

(ii) The branch officer will also keep a close watch on the progress of work in the sections under his control. In particular, he will ensure that the prescribed arrear and disposal statements are submitted punctually and regularly.

(iii) The Section Officer/OS etc., shall also regularly inspect the racks and tables of Assistants and Clerks (such inspections being not less frequent than once in a fortnight) and satisfy himself that no paper or file has been overlooked. He will also ensure that no receipts actually pending with the dealing Assistants/Clerks are excluded from the arrears as shown in the weekly arrears statement.

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