

**No.B.16014/01/2024/DPAR/CCD(2)**  
**GOVERNMENT OF PUDUCHERRY**  
**DEPARTMENT OF PERSONNEL AND ADMINISTRATIVE REFORMS**  
**(PERSONNEL WING)**

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Puducherry , Dt. 05-09-2024

**I.D.NOTE/OFFICE MEMORANDUM**

Sub: Public Service – Timely disposal of files/matters –  
Instructions – Issued.

Ref: Standing order dated 19.08.1998 of DP&AR(PW)

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Instructions were issued time and again for prompt disposal of matters/files and quick transaction of business of Government in public interest. In order to ensure timely disposal of matters, a time limit has been stipulated for disposal of matters at various levels in the standing order dated 19.08.1998, as below:

1. At the Section Level in the Secretariat/  
Head of Department's level ..... 10 days
2. At the level of Secretary ..... 7 days  
(Unless he is out of station)

2. But of late, it has been brought to the notice of the Government that the delay occurring in disposal of files/processing of proposals at various levels of Government adversely affects the functioning of the Administration inviting adverse criticism.

3. It is therefore reiterated that the time limit stipulated in the standing order cited above shall be strictly adhered to in the best interest of the administration and to ensure effective delivery of public service.

/ By order of the Chief Secretary /

  
(SUNDARARAJAN P) 05 09 2024

DEPUTY SECRETARY TO GOVERNMENT

To

1. The Commissioner-cum-Secretaries/All Secretaries/  
Special Secretary to Government, Puducherry.
2. The Secretary to Lt. Governor, Puducherry.
3. The P.S. to Hon'ble Chief Minister, Puducherry
4. The P.S/O.S.D. to Hon'ble Ministers, Puducherry
5. The Collector, Puducherry/Karaikal
6. The Regional Administrator, Mahe/Yanam.
7. All Secretariat Departments, Puducherry.
8. All Heads of Departments/Offices.
9. The Private Secretary to Chief Secretary, Puducherry
10. Stock file.