

B.16013/9/2023/A2/ARW
GOVERNMENT OF PUDUCHERRY
CHIEF SECRETARIAT
ADMINISTRATIVE REFORMS WING

Puducherry, dated 22/09/2023

CIRCULAR/I.D. NOTE

Sub: ARW-Observance of time limits for disposal of Cases/files and receipts in the UT of Puducherry-reg.

Ref: Central Secretariat Manual of Officer Procedure (CSMOP, 2022), Government of India

Instances have come to notice that time limits are not followed in disposal of cases/files and receipts received by the various Departments in the UT of Puducherry.

2. As per the guidelines issued in the Central Secretariat Manual of Office Procedure (CSMOP, 2022) under Chapter 12- Monitoring of Timely Disposal (12.2) Time limits for disposal of cases/files and receipts has been issued which is as follows:

“Time Limits will be fixed for disposal of as many types of cases/files as possible handled in the Department through Departmental instructions. As a general rule, no official shall keep a case/file pending for more than 7 working days unless higher limits have been prescribed for specific types of cases through Departmental instructions. In the situation of a case/file remaining with an official for more than the stipulated time limit, an explanation for keeping it pending shall be recorded on the note portion by him. The system of exception reporting will be introduced to monitor the disposal of receipts.”

3. For timely disposal and monitoring of Parliament Assurances, Parliament Questions, Applications under RTI Act, MP/VIP References, Judicial/quasi-judicial, etc. each department shall maintain separate records of such cases.

4. Secretaries and Heads of Departments should also keep track of the pendency of the files submitted to Government and if required, submit reminder notes requesting for early disposal/decision by the Government.

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5. E-Governance methods, suiting to the requirements, should also be adopted for monitoring and tracking of government work.

6. It is also noticed that files are not re-submitted on time whenever some clarification is sought by the higher authority and kept pending for many days. This kind of delay is not acceptable and any query needs to be responded on file at the earliest and without keeping the file at any level for more than the prescribed time limit.

7. All the Officers and Officials are therefore instructed to adhere to the time line stipulated in the Central Manual of Office Procedure. Any lapse in this regard shall be viewed seriously and responsibility will be fixed on the concerned officer/official and further action will be initiated as per service rules.

/By Order/


(R. KESAVAN)

SPECIAL SECRETARY TO GOVT. (ARW)

To

All Secretaries to Government/All Heads of Departments,
Government of Puducherry for compliance - These instructions be also
circulated to all officers and
officials in the
Department for strict
compliance.

Copy to:

1. The Secretary to Hon'ble Lieutenant Governor
2. The Officer on Special Duty to Hon'ble Chief Minister
3. To Private Secretaries to Hon'ble Ministers.
4. The P.S. to Chief Secretary to Government, Puducherry