

CHAPTER --- XIV  
CHECKS ON DELAYS

**176. TIME LIMITS –**

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

**177. HANDLING OF PUBLIC/STAFF GRIEVANCES -**

- (1) All officers of the level of Assistant Secretary and above will redress public grievances pertaining to the divisions under their charge. They will view public grievances with sympathy and make special efforts to decide on such cases expeditiously.
- (2) Each Department/ Public Sector Undertaking/ Autonomous Body of the government will set up Internal Grievance Redress Machinery for public as well as staff.
- (3) A senior officer of the level of Secretary or above should be designated as Secretary/ Director of Public Grievances. An officer of the level of Deputy Secretary/Director should be designated as the Staff Grievance Officer.
- (4) The name, designation, room number, telephone number, etc., of the Director of Grievances should be displayed prominently at the Reception and some other convenient place in the office building of Department/ Public Sector Undertaking/ Autonomous Body so that the public are made fully aware of it.
- (5) Every Wednesday of the week should be observed strictly as a meetingless day. The Director of Grievances and other officers of the level of Deputy Secretary and above should remain in their offices during specified hours (1000 hours to 1300 hours) on every Wednesday to receive and hear grievances of the members of the public.
- (6) The receptionists, security personnel and peons will be given suitable instructions about the meetingless day so as to allow the members of the public to meet officers on that day without prior appointment.
- (7) A locked complaint box will be placed at the Reception for convenient registration of complaints by members of the public which must be opened by the designated officer at regular intervals.
- (8) In the interest of expeditious disposal of grievances the Director of Grievances will be empowered to call for papers/ documents of cases pending for more than three months and take decisions with the approval of the Chief Secretary.

- (9)
  - a) Each grievance petition will be acknowledged within 15 days. Even if no action is warranted on a petition, a reply intimating the stand of the organisation must be sent to the petitioner.
  - b) Time limits will be fixed for disposal of various types of public/Staff grievances which are handled in the department with due regard to the minimum time needed for each type, through departmental instructions.
  - c) While sending replies communicating final decision rejecting a grievance petition, the reason or the rule(s) under which it has been rejected will be communicated to the petitioner alongwith details of the appellate authority wherever applicable.
- (10) Departments will analyse grievances received by them with a view to identifying the major grievance prone areas and devising corrective measures so as to reduce the scope of recurrence of grievances. Assistance of the Administrative Reforms Wing, A & N Administration may be obtained to study these areas for improvement.
- (11) Publicity will be given about the grievance redress machinery in the Departments/ Public Sector Undertakings/ Autonomous Bodies.
- (12) The feedback mechanism and the monitoring system for grievance redress will be strengthened, in view of the time limits fixed as per sub para 9 above. Departments will also ensure timely submission of reports/ returns about the redress of grievances to the Administrative Reforms Wing, A & N Administration.
- (13) The machinery and work relating to public grievances and the statistics relating to receipt/disposal of public grievances shall form a part of the Annual Action Plan and the Annual Administrative Report of the Department.
- (14)
  - a) All public grievances received directly or through MPs/VIPs/ Directorate of Public Grievances/ AR Wing/e-mail etc. will be registered and processed in the computerised Public Grievance Redress And Monitoring System (PGRAMS). Action to acknowledge and dispose of the grievances according to time norms fixed will be taken. Acknowledgement will contain registration number of the grievance.
  - b) The progress and final disposal of the grievance will be indicated in PGRAMS so that the petitioner can access the information through Internet.
- (15) The record of grievances will be retained in the computer for one year after the date of final disposal of the grievances.

178.

**DAY BOOK**

- (i) In order to keep an account of the receipts/files marked to Dealing Clerks and to watch his out-turn, each of them will maintain a 'Day Book' in the form given in **Appendix - 41**. The date will be given

across the page every morning. As soon as the receipts are received by the Dealing Clerk from the Diarist these will be entered by him in his "Day Book". At the time of submission of a receipt in the file, he will make entry in the "Day Book" indicating the number of the file in which the receipt is submitted and the date of submission in columns (4) and (5) respectively. As soon as a reply to a receipt or endorsement has been issued the date of such disposal will be indicated in column (6).

- (ii) At the end of each week, an abstract will be prepared on the "Day Book" by the Dealing Clerk as shown in **Appendix – 41** and the Day Book put up to the Section Officer on the first working day of the following week.

**179. WEEKLY ARREAR STATEMENT -**

- (1) On the first working day of every succeeding week, each section officer will give particulars of receipts/cases pending with each dealing hand for more than 7 days in the form at **Appendix - 42**.
- (2) The section officer will also prepare similar statement in respect of receipts/cases required to be dealt with by him and pass them on to the diarist.
- (3) The diarist will consolidate the above statements in the form at **Appendix - 43** and submit the consolidated statement to the section officer on the same day. *In a computerized environment the Section Officer will generate a pendency statement from the computer on the first working day of every week.*
- (4) The Section Officer will :
  - a) check the consolidated arrear statement for accuracy;
  - b) scrutinise the statement of receipts/cases which is more than one week old;
  - c) give his remarks or instructions, where necessary; and
  - d) submit the statements to the Branch Officer.
- (5) 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.
- (6) On receipt back in the section action will be taken as per directions.

**180. MONTHLY STATEMENT OF CASES PENDING DISPOSAL FOR OVER A MONTH -**

- (1) Every section will prepare, each month, a statement indicating briefly the position of each case pending disposal for over a month.
- (2) On the last working day of each month, the diarist will:
  - a) go through the case sheets (**Appendix - 44**) of pending cases for the preceding month and indicate the latest position of each case included in column 2 of the statement;
  - b) prepare fresh case sheets for cases opened during the preceding month but not yet finally disposed of, by completing columns 1

- c) and 2 of the form and top fixed entries; and
  - c) hand over the case sheets to the dealing hands concerned.
- (3) 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 of or transferred to call book (para 181 and **Appendix - 47**);
  - c) complete column 3 of other case sheets; and
  - d) return the case sheets to the diarist by the 2nd of the month following that to which the statement relates.
- (4) The diarist will:
- a) remove the case sheets of files that have been finally disposed of or transferred to call book vide para 181 (1) 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 in the form at **Appendix - 45**; and
  - e) submit the monthly statement and the two copies of the numerical abstract to the Section Officer by the 3rd of the month.
- (5) The Section Officer will:
- a) scrutinize 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.
- (6) Unless otherwise provided in the departmental instructions, the monthly statement together with the numerical abstract will go up to the Director. 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.
- (7) The Director may bring any case included in the monthly statement to the specific notice of higher officers or Secretaries, either through submission of the monthly statement itself or otherwise, as deemed fit.
- (8) The Internal Work Study Unit will:
- a) post the figures in the numerical abstract, in the form at

- Appendix - 46** and return the abstract to the section concerned;
- b) prepare the consolidated statement for the department as a whole by totaling the columns vertically in the form at **Appendix - 46**;
  - c) analyse the trend of disposal of cases; and
  - d) bring to the notice of the O&M officer and the Secretary, any significant trend.

**181.**

***CALL BOOK -***

- (1) 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 (**Appendix - 47**) with the approval of an officer not below the level of Branch Officer/ Divisional Head.
- (2) Closed cases in which a review is contemplated after a period of 6 months or more may also be included in the Call Book.
- (3) Cases transferred to call book vide sub-para (1) above, will be excluded from the monthly statement of pending cases mentioned in para 180 till they are reopened vide sub-para (4) below.
- (4) 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.
- (5) 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/ Divisional Head 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.

**182.**

***MONTHLY PROGRESS REPORTS OF RECORDING AND REVIEW OF FILES -***

- (1) 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 **Appendices 48 and 49** and submit them, together with the following records, to the Section Officer:
  - a) register for watching the progress of recording (**Appendix - 19**); and
  - b) lists of files received for review (**Appendix - 37**)

- (2) 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.
- (3) The Internal Work Study Unit will:
  - a) post the figures in the forms at **Appendices 50 and 51** 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 at **Appendices 50 and 51**;
  - c) watch the progress of recording and review work generally; and
  - d) bring to the notice of the designated O & M officer and the Secretary, any significant trends in the matter.

183.

***SUSPENSE AND REMINDER DIARY***

- (i) Every Dealing Clerk will maintain a Suspense any Reminder Diary in which he will enter date wise—
  - a) All cases, placed in suspense or those which have been marked for resubmission on a particular date ;
  - b) Cases on which reminders are to be issued on specified date; and
  - c) Cases which have been referred un-officially to other officers/branches and the return of which is awaited.
- (ii) On receipt of a file back by a Dealing Clerk after issue of the draft, he will examine whether a reply to the communication is to be awaited or any further action on the file is to be resumed at a later date. If so, he will mark the same for 'reminder' or 'suspense' and will simultaneously keep a note of the file in the Reminder and Suspense Diary under the date on which action should be resumed on it.
- (iii) All the files marked for 'reminder' or 'suspense' will be kept in a separate shelf in the Office/Section.
- (iv) Every Dealing Clerk will examine the suspense and reminder diary every morning and will take out the files marked for that date for necessary action. In cases where the files have been sent in original to the other Department/Office/Section, reminders for the return of the files will be issued.
- (v) The Dealing Clerk will score off entries in the suspense and reminder diary after action on the files entered therein has been taken. In case a reminder has been issued on a file, a note will again be kept under the date on which the next reminder should issue.
- (vi) The Section Officer will examine this diary atleast once week with a view to find out whether it is being properly maintained and will sign it in token of the check made by him.

184.

***REMINDER SYSTEM***

- (i) In the matter of calling for factual information from the

Departments/Offices subordinates to this Administration, a definite date should be given, as far as possible, by which the Departmental Officers should send the required information. This date should be fixed in consultation with the Branch Officer taking into consideration—

- a) the urgency of the case; and
  - b) the feasibility of the information being collected by the departmental officers.
- (ii) If the Departmental Officers are not in a position to collect the requisite information, and furnish a reply within the specified date, it will be their responsibility to send an interim reply indicating the steps being taken to collect the information and the date by which a final reply will be furnish to the Secretariat. If no interim reply is received, a reminder from Secretariat will become necessary.
  - (iii) Similarly, follow up of cases referred to the Government of India or other authorities on the mainland are also essential.
  - (iv) The following schedule will be observed in connection with issue of reminders.

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a) Communications addressed to the Government of India and other authorities on the mainland:

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- (i) Ordinary letters      First reminder after 30 days'  
                                    Second reminder after 15 days'  
                                    Third reminder after 15 days in the form of  
                                    Express letter;  
                                    Fourth and subsequent reminders by  
                                    telegram or by d. o. letters at an interval of 10  
                                    days.
- (ii) Telegrams              Telegraphic reminders should be issued;  
                                    In urgent cases at intervals of one week;  
                                    In other cases first reminder after two weeks;  
                                    Second and subsequent reminders at an  
                                    interval of one week.

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(b) Communications addressed to local offices including files/notes referred unofficially:

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- (i) Ordinary                  First reminder after 15 days;  
                                    Second and third reminders in the form of d.  
                                    o. letters at an Interval of 7 days each;
- (ii) Urgent                    First reminder after 7 days;  
                                    Second and third reminders in the form of d.  
                                    o. letters at an Interval of 4 days each;
- (iii) Immediate              First reminder after four days;  
                                    Second and third reminders in the form of d.  
                                    o. letters on every alternative day

Reminders to local offices should be marked on the top Right hand corner '1<sup>st</sup> Reminder' '2<sup>nd</sup> Reminder' and so on.

**NOTES:**

- (1) Wherever necessary, the Branch Officer should contact the head of the office over telephone as well, to get a reply expedited.
- (2) If the case is inordinately delayed i.e., if no reply is received from the Departmental Officers inspite of three reminders the case will be brought to the notice of the Chief Secretary by the Branch Officer through the Secretary concerned.
- (3) Similarly, if any information called for by the Government of India by name or by a specified date is not received by the due date from the heads of departments offices, the matter will be brought to the notice of the Chief Secretary by the Secretary concerned.
- (4) No file sent unofficially to another branch should be allowed to remain out for over a week. The Dealing Clerk will bring such cases to the notice of the Section Officer who will remind the Branch Officer of the Section concerned through his own Branch Officer.
- (5) All incoming reminders on important matters should be put up to the Secretary-in-charge immediately on receipt.
- (6) Third reminder received from the Government of India or other authorities on the mainland should be put up to the Chief Secretary with a brief note indicating the information required and the reasons for the delay.
- (7) In the case of references received from the Minister/M.Ps. reply should be furnished as expeditiously as possible and in any case within the prescribed date. As a matter of fact such reference should be treated on the same footing as Parliament Question. In case, it is not possible to furnish a reply within a reasonable time or within the prescribed date, the matter should be brought to the notice of the Chief Secretary indicating the reasons for delay. In such cases an interim reply should be sent indicating the date by which the final reply will be furnished.

**185. *CASES / REFERENCES PENDING WITH SUBORDINATE OFFICES / MINISTRIES OF THE GOVERNMENT OF INDIA***

- (i) Cases / references pending with subordinate offices:
  - a) At the beginning of every month, each Section of the Secretariat will prepare a statement showing the particulars of references pending with each subordinate office/department for more than a month. This list will indicate specifically the date from which the references are pending.
  - b) the list will be forwarded with a d. o. letter from the Secretary concerned to the head of the subordinate office/department.
  - c) On receiving the list the Head of Office/Department will

personally see the files relating to all such pending references in order to ascertain the reasons for delay and ensure their expeditious disposal. He will personally see that as many outstanding references are disposed of as possible.

- d) The head of office/department will send a demi-official reply to the Secretary concerned intimating him the latest position in respect of each case included in the pending list. This will normally be done within a week from the date of the receipt of the list.
- e) The heads of the subordinate Offices/Departments will also prepare monthly lists of references pending in the Secretariat for more than a month and forward them demi-officially to the concerned Secretary at the beginning of every month. The Secretary will take similar action on cases enumerated in the list sent to him by the heads of Offices/Departments.

**Note:**

Similar action will be taken on the lists of pending cases received from the Government of India.

- (ii) References/cases pending with the Ministries of Government of India/other authorities on the mainland:
  - a) At the beginning of every month each section of the Secretariat will prepare a list showing the particulars of references pending with each Ministry of the Government of India/other authorities on the mainland for more than 2 months. This statement will specifically indicate the date from which the references are pending.
  - b) The statement will be consolidated subject-wise and forwarded by the Secretary concerned to the Officer/Officers at the appropriate level in the Ministry (Deputy Secretary) who is dealing with the subject.

**186. CHECK-LISTS OF PERIODICAL RETURNS**

- (i) to ensure punctual receipt, preparation and dispatch of periodical reports, returns, etc., each Department/Office/Section will maintain two check lists, one for outward returns and the other for incoming returns. The forms in which the two check lists will be maintained are given at **Appendix 52 and 53.**
- (ii) The check list for outward returns will, as far as possible be prepared for all returns, except weekly returns, on a single sheet. Entries therein will be made in a chronological order, under different periodicities, fortnightly returns being entered first, monthly returns next and so on. In respect of each fortnightly return specified in column 1, two sets of paralleled entries will be made in column 2-15 in two consecutive rows. This check list will be hung on the wall after being shown to the Branch

- Officer. It will be re-typed at the end of every year.
- (iii) The Section Officer will go through the check list every week or as frequently as necessary and take suitable action on items requiring attention during the next week or so. Entries in regard to the completion of action will be made in the appropriate columns.
  - (iv) The checklists for inward returns will be maintained on the relevant file for each inward return. As soon as returns (for a particular period) begin to come in, necessary entries will be made in the check list under the appropriate columns. Where a return has not been received from a office on due date, and consequently a reminder has been issued, an entry 'R .....' will be made; the dots following the letter representing the date of issue of reminder. Wherever complication of consolidated information is necessary, this should be taken up as soon as information starts coming in and should in no case be held over till all the returns have been received. At the end, the check list should indicate the date of final action, if any taken.
  - (v) Recurring items on which action has to be completed by particular dates (but which may not involve the sending or receipt of return) e.g. annual verification of service of non-gazetted staff, sending of annual confidential report forms etc. should also be included in the appropriate check list.
  - (vi) Each department/Office/Section should also keep a list of all periodical returns and reports as in the form at **Appendix - 54** which will be got approved by Branch Officer. The Section Officer will be responsible to control the reports and returns according to the schedule indicated in the check lists.

**187. REVIEW OF PERIODICAL REPORTS/RETURNS -**

- (1) All periodical reports and returns relating to each section will be reviewed at the level of Secretary or above every three years with the following objectives;
  - to eliminate those that are unnecessary;
  - to redesign those that do not provide information/data in usable form;
  - to rationalise/simplify the essential ones by combining two or more of them when possible; and
  - to revise the frequency in relation to the need with due regard to constraint of time required for collection of information/data from field levels.
- (2) The results of the review during each year will be reported by the section to the Internal Works Study Unit by the 7th of April.
- (3) The Internal Works Study Unit will consolidate the reports received from the various sections and send a report covering the Department as a whole, to the Administrative Reforms Wing, A & N Administration

by the 30th of April as per item 6 of **Appendix – 74.**

**188. PRIORITY MARKING AND TIME LIMITS FOR SUBMISSION OF CASES**

- (i) the following priority markings will only be used:-
  - a) "Immediate"
  - b) "Urgent"
  - c) "Fixed Date"
- (ii) Each of these priority markings has a distinctive use and should not be used indiscriminately;
- (iii) The priority markings will be given by an Officer not below the rank of Branch Officer;
- (iv) The receipts of cases with priority markings will be disposed of as follows:-
  - a) "Immediate" cases should be taken up immediately on receipt by stopping all other work and should be put up on the day of receipt or the next day.
  - b) "Urgent" cases should be put up within 3(three) days.
  - c) "Fixed Date" cases should be given preference over others of ordinary nature to which no priority labels have been attached.
- (v) The following time limits are laid down for attending to Parliament Questions, Wireless Messages and Telegrams.
  - a) Parliament Questions – to be given priority over all other work. Separate procedure for dealing with Parliament Questions is given in Chapter XVI.
  - b) Wireless Messages/Telegramms within 24 hours
- (vi) If the above time limit cannot be adhered to in a particular case and where information has to be collected before the communication can be put up, the Branch Officer or the Secretary concerned should invariably be appraised of the position and a definite time schedule by which work is to be completed, should be indicated on the file.

**189. PERSONAL DAIRY**

All Branch Officers and Section Officers will keep a note in their personal Note Book or desk calendars of important receipts requiring prompt attention or on which action is required to be completed by a specified date e.g. Parliament Questions.

- (i) Every Section will maintain a Sectional Note Book in the form of a register (**Appendix - 55**) for keeping a note of important rulings, decisions, orders precedents for ready reference. Separate pages will be allotted for each distinct Heading /Subject. The note Book will also have an index at the beginning.
- (ii) Section Officer will ensure that an entry in this Note Book is made upon appropriate heading/subject at the earliest opportunity and in any

- case at the time when the file is prepared for record.
- (iii) The Sectional Note Book will remain under the custody of the Section Officer and will be made available by him to the dealing Clerks whenever required by them.

**190. RESPONSIBILITY OF SECTION OFFICERS AND BRANCH OFFICERS**

- (i) The primary responsibility for the expeditious disposal of work and the timely submission of arrear or disposal statement etc. rests with the Section Officer. The Branch Officer should keep a watch to see that the statements are submitted punctually and regularly. No paper or case will be kept pending action in a Section/Office beyond 10 days without the knowledge and permission of the Branch Officer.
- (ii) The Section Officer will regularly inspect the racks, tables of clerks, such inspections being not less frequent than once in a fortnight, and satisfy himself that paper or file has been over-looked. He will also ensure that no receipt actually pending with the dealing clerks is excluded from the arrears as shown in the "Weekly Arrears Statement", and that the Clerks do not accumulate 'come-back' cases.

**191. WATCH ON DISPOSAL OF COMMUNICATIONS RECEIVED FROM MEMBERS OF PARLIAMENT -**

- (1) The personal section of each Secretary/Head of Department will maintain a separate register of communications received from Members of Parliament in the form given in **Appendix - 56**. The serial number at which a letter is entered in this register will be prominently marked on that letter together with its date of registration e.g.,

'Sl.No./Abbreviation of Deptt/MP'

Date.

- (2) To keep a special watch on speedy disposal of communications received from Members of Parliament, each section will;
- a) maintain a register as in form at **Appendix - 57**; and
  - b) mark out prominently those communications finally disposed of by rounding off the serial numbers of the register in red ink.
- (3) If for any reason an M.P.'s letter is received by a section without being registered in the personal section of the Secretary/Director, immediate steps will be taken to get it registered there.
- (4) On the first working day of each month, each section will submit the register along with the report in the form at **Appendix - 58** to the Joint Secretary/Deputy Secretary/Assistant Secretary. The report, with the remarks of Joint Secretary/Deputy Secretary/Assistant Secretary, will be submitted to the Secretary and register will be returned to the section.
- (5) The personal section of the Secretary/ Head of Department will check

whether all the communications entered in its register figure in the reports sent by the sections. If any discrepancy is found, it should be reconciled. Thereafter, the report will be submitted to the Secretary/ Head of Department for scrutiny and for such other action as he may consider appropriate.

**192. WATCH ON DISPOSAL OF COMMUNICATIONS RECEIVED FROM VIPS-**

A special watch on communications received from VIPs will be kept along the lines mentioned in para 190.

**193. MONITORING OF COURT/CAT CASES AND IMPLEMENTATION OF COURT/CAT ORDERS:-**

- (1) The Personal section of each Secretary/ Head of Department will maintain a separate register of Court/CAT Cases from the date of filing the petition/application in Court/CAT in the form given in **Appendix - 59**. The serial number at which a petition is entered in the register will be prominently marked on the petition/application together with its date of registration e.g.

Sl.No./Abbreviation of dept//Court/CAT Case

Date

- (2) To keep a watch on status of Implementation of Court/CAT judgements/orders, each section will:
  - a) maintain a register as in form at **Appendix - 60**; and
  - b) mark out prominently those Court/CAT cases finally implemented by rounding off the serial numbers of the register in red ink and give date of implementation of Court/CAT orders.
- (3) If for any reason Court/CAT case is received by a section without being registered in the personal section of the Secretary/ Head of Department, immediate steps will be taken to get it registered there.
- (4) On the 1st & 15th day of each month, each section will submit the register along with the reports in the form at **Appendices 59 to 61** to the Secretary through the Branch Officer/Nodal Officer. The report, with the remarks of the Secretary will be submitted to the Chief Secretary and register will be returned to the section.
- (5) The personal section of the Secretary/ Head of Department will check whether all the Court/CAT cases entered in its register figure in the reports sent by the sections. If any discrepancy is found, it should be reconciled. Thereafter, the report will be submitted to the Secretary/ Head of Department for scrutiny and for such other action as he may consider appropriate.

**194. RESPONSIBILITY OF EXPEDITIOUS DISPOSAL OF WORK -**

- (1) 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 assistant's diaries, and take such other action as may be necessary to ensure;
  - a) that no paper or file has been over looked; and
  - b) that no receipt or case actually pending with the dealing hand has been excluded from the relevant arrear statement.
- (2) The Branch Officer also will 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.