

क्रमांक 1502-4 ए0 आर0-71/22531

प्रेषक

मुख्य सचिव, हरियाणा सरकार ।

सेवा में,

हरियाणा राज्य के सभी विभागाध्यक्ष (पंजाब तथा हरियाणा उच्च न्यायालय के रजिस्ट्रार और हरियाणा विधान सभा सचिवालय के सचिव के अतिरिक्त) आयुक्त, अम्बाला मण्डल, सभी उपायुक्त और सभी उप मण्डल अधिकारी ।  
दिनांक, चण्डीगढ़ 29 जुलाई, 1971

विषय :— राज्य सरकार के कार्यालयों में विलम्ब की रोकथाम ।

महोदय,

मुझे यह कहने का निदेश हुआ है कि सरकारी कार्यालयों में कार्य के निपटान में विलम्ब को रोकने का प्रश्न सरकार के विचाराधीन रहा है और अब यह निर्णय किया गया है कि इस बारे में सुधार लाने के लिए विशेष उपाय किये जाने चाहिए । आपको याद होगा, संयुक्त पंजाब सरकार ने वर्ष 1956 में इसी उद्देश्य से दो फ्लाईंग स्कवैड्स (डिलेज) स्थापित किये थे और बाद में (1958 में) उनका नाम असैस्मेंट यूनिट कर दिया गया था । इस सम्बन्ध में अनुदेश संयुक्त पंजाब सरकार के पत्र क्रमांक 18 एफ0 ए0 (1)-57/261, दिनांक 20 जनवरी, 1958, (उदाहरण परिशिष्ट के रूप में संलग्न है) द्वारा जारी किये गये थे । बाद में यह प्रणाली त्याग दी गई थी, परन्तु अब यह समझा गया है कि दूसरे उपायों के अतिरिक्त इस प्रणाली को उचित तबदीलियों सहित पुनः लागू करना लाभदायक होगा ।

2. तदनुसार इस कार्य के लिए एक असैस्मेंट यूनिट की स्थापना की गई है जिसके अध्यक्ष एक अवर सचिव होंगे और यह यूनिट तुरन्त कार्य आरम्भ करेगी । इस असैस्मेंट यूनिट द्वारा जो कार्यविधि अपनाई जाएगी उसका उल्लेख अनुबन्ध-I में किया गया है । बाद में असैस्मेंट यूनिटों की संख्या आवश्यकतानुसार बढ़ा दी जाएगी ।

3. निवेदन किया जाता है कि ये अनुदेश आप के अधीन कार्य कर रहे सभी कार्यालयों के नोटिस में ला दिये जाएं । यह भी सुनिश्चित किया जाए कि इस कार्य के लिए असैस्मेंट यूनिट को सभी आवश्यक सुविधाएं प्रदान की जाएं ताकि यह अपने कार्य को सन्तीषजनक ढंग से कर सके ।

4. कृपया इस पत्र की पावती भेजें ।

भवदीय,

हस्ता/-

उप सचिव सामान्य प्रशासन,

कृते: मुख्य सचिव, हरियाणा सरकार ।

English version of letter No. 1502-AR-71/22531, dated the 29th July, 1971.

Subject :—Checking of delays in the offices of the State Government.

I am directed to say that the question of preventing delays in the disposal of work in offices has been under the consideration of the State Government and it has been decided that special measures should be taken to effect improvement in that regard. As may be recalled two Flying Squads (Delays) were set up for this purpose by the composite Punjab Government in 1956 and were later (in 1958) named as Assessment Units. The relevant instructions being those contained in composite Punjab Government letter No. 18-FSq-(I)57/261, dated the 20th January, 1958 (relevant extracts enclosed as appendix). That system was abandoned later but it was considered that besides other measures it would be useful to introduce the system again with appropriate modifications.

2. One Assessment Unit headed by an Under Secretary has accordingly been constituted for the work and will start functioning with immediate effect. The procedure to be followed by this Assessment Unit will be as outlined in Annexure-I. The number of the Assessment Units will be increased subsequently and more units will be established according to the requirements.

3. It is requested that these instructions may please be brought to the notice of all the offices under your control. It may also be ensured that all the facilities necessary for carrying out this work are afforded to the Assessment Unit so that it can perform its duties satisfactorily.

4. The receipt of this letter may please be acknowledged.



## Appendix

Extracts from letter No. 18-FSq(1)-57/261 dated 20-1-1958 from the Chief Secretary to Government, Punjab to all heads of Departments, etc., etc.

(i) In future, Flying Squads (Delays) will be called 'Assessment Units'.

- (2) (a) The reports drawn up by the 'Assessment Units' after visiting a particular office or organisation and obtaining the explanations of officials at fault, will be handed over to the Head of the office or other unit inspected, with a copy to the Head of the Department or Administrative Secretary concerned, as the case may be.
- (b) The head of the unit inspected will thereupon immediately examine the defects, issue and follow up suitable instructions for their remedy, and impose suitable penalties on those at fault. Should orders of his superior be necessary for penalties he will obtain these.
- (c) The head of the unit or office inspected will submit a report regarding the action taken at (b) to the Chief Secretary within 15 days of the receipt of the Inspection Report. It will be the Chief Secretary's responsibility to examine these reports to see whether action is being taken at adequate speed and of an adequate kind. He will initiate further visits by the 'Assessment Unit' where these appear to be necessary.
- (d) A variation of the above procedure in regard to Secretariat offices will be that where the Chief Secretary is administrative head for the staff in question, he will take necessary action at (b) above after taking into consideration the views of the Administrative Secretary incharge of the Branch, which has been inspected. Similarly where the Financial Commissioner, Revenue, is the administrative head, papers will be routed to him through the Administrative Secretary incharge of the Branch inspected.

## अनुबन्ध-I

असैस्मैट यूनिट द्वारा राज्य सरकार के विभिन्न कार्यालयों में उपस्थिति तथा विलम्ब को चैक करने के उद्देश्य से निरीक्षण करने की कार्यविधि ।

1. राज्य सरकार के विभिन्न कार्यालयों में उपस्थिति तथा विलम्ब से सम्बन्धित सभी मामले मुख्य सचिव के नोटिस में लाए जाएंगे ।
2. मुख्य सचिव अथवा उन द्वारा इस विषय में नियुक्त कोई दूसरा अधिकारी असैस्मैट यूनिट (जिसकी अध्यक्षता एक अवर सचिव करेंगे) को आकस्मिक निरीक्षण करने का निर्देश देंगे । ये निर्देश अति गोपनीय प्रकृति के होंगे ।
3. असैस्मैट यूनिट उस कार्यालय में जिसका निरीक्षण किया जाना है, उसके खुलने से पहले पहुंचेगी तथा सम्बन्धित कर्मचारियों की उपस्थिति को देखेगी । विलम्बित पत्रादि की सूचियां भी मौके पर तैयार की जाएंगी । इस के अतिरिक्त सम्बन्धित कार्यालय के कार्यभारी अधिकारी को संलग्न निरीक्षण प्रपत्र भी भरना होगा ।
4. असैस्मैट यूनिट के कार्यभारी अधिकारी दोषी कर्मचारियों के स्पष्टीकरण सम्बन्धित कार्यालय के अध्यक्ष की टिप्पणियों सहित मौके पर ही प्राप्त कर लेंगे ।
5. दोषी कर्मचारियों के स्पष्टीकरणों की, कार्यभारी अधिकारी की टिप्पणियों सहित असैस्मैट यूनिट द्वारा जांच की जाएगी तथा वे मुख्य सचिव को ये आदेश प्राप्त करने के लिए प्रस्तुत किये जाएंगे कि सम्बन्धित विभाग अध्यक्षों द्वारा क्या कार्यवाही की जानी चाहिये ।
6. असैस्मैट यूनिट द्वारा सम्बन्धित विभाग अध्यक्षों से मामले का निपटारा होने तक पत्र-व्यवहार किया जाएगा ।

## ADMINISTRATIVE REFORMS DEPARTMENT

## (INSPECTION)

## INSPECTION PROFORMA

(To be filled in by the Department/Office Branch inspected)

Name of Department/Office \_\_\_\_\_

Date of Inspection \_\_\_\_\_

1. Particulars of staff with dates of joining and their precise duties.

2. Is the distribution of work between various officials is equitable? If not, what steps are being taken to adjust work between them?

3. Is there Leave Reserve Staff? If not, what arrangements are made to dispose of the work of any Officer/Official proceeding on leave other than Casual Leave?

## 4. Attendance—

(a) Is the attendance register being maintained and is it up-to-date?

(b) Is entry about late comers made therein?

(c) Attendance on the date of Inspection.

## 5. Leave—

(a) Is casual leave Register maintained and is it up-to-date?

(b) Is short-leave including late arrivals accounted for in the register?

## 6. Receipt—

(a) Is a receipt register or Diary register being maintained?

(b) Are all references being stamped/initialed on date of receipt and diarised?

## 7. References from Chief Minister/Ministers and Deputy Ministers—

(a) Is a separate register being maintained for such references?

(b) If so, whether progress of disposal is being watched and indicated?

(c) Is there any such reference pending disposal on the date of Inspection? If so, its particulars.



## 8. Assembly Question/Important References—

(a) Are registers being maintained and are they up-to-date ?

(b) Who checks them and at what intervals ?

## 9. Audit Objections—

(a) Is a register being maintained for this purpose ?

(b) Is there any unsettled audit objections/Inspection report on the date of Inspection ? If so, its particulars.

## 10. Pending Case—

(a) Is a register being maintained ?

(b) Are reminders being issued on due dates ?

## 11. Arrear Report—

(a) Is a report being prepared ? if so, at what intervals ?

(b) Are any arrangements made to clear arrears in case an official proceeds on short leave or is otherwise overworked ?

## 12. Stationery—

(a) Is the register being maintained according to rules with special reference to—

(i) Certificate of count of pages;

(ii) Attestation of balance on each page; and

(b) Is the annual physical verification being made by the Head of the Office and certified ?

## 13. Cash-Book (if prescribed)—

(a) Is the Cash Book being maintained properly with special reference to—

(i) Certificate of count of pages;

(ii) Attestation of individual entries and daily balances; and

(iii) Monthly certificate regarding physical verification of cash.

(b) Is the Cash-Book up-to-date on the date of inspection ?

#### 14. Stock—

- (a) Is the stock register up-to-date ?
- (b) Is the physical verification of stock in hand being carried out as per rules and instructions ?

#### 15. Chart of Returns/Statements—

- (a) Is a chart available in the office indicating return/statements due to be received from the Subordinate offices ?
- (b) Is a similar chart available indicating returns/statements to be submitted by this office ?

#### 16. Service Book—

- (a) Is there a service book for each official ?
- (b) Are the service books kept up-to-date in all respects ?

#### 17. TA Check Register—

- (a) Is the register being maintained and it is up-to-date ?
- (b) Is there any pending T.A. Bill of any official/officer on the date of inspection ? If so, why ?

#### 18. Complaints

- (a) Is a register being maintained ?
- (b) Is such a register being checked by the officer ? If so, at what intervals ?

#### 19. Register of Bills of Contractor (Where Applicable)—

- (a) Is a register being maintained and is it up-to-date ?
- (b) Are payments being made regularly ?
- (c) Is there any bill pending payment or to be scrutinised/passed ? If so, what is the cause of delay ?

## 20. Service Stamps—

- (a) Is a Despatch Register including account of Service Stamps Register or a separate Service Stamps Register being maintained and is it up-to-date ?
- (b) Is the checking being done at prescribed intervals and is the monthly certificate being recorded ?

## 21. Pay Fixation—

- (a) Are there any pending cases of fixation of pay of the staff.
- (b) If so, what are their number and particulars ?
- (c) What is the stage and what are the causes of delay ?

## 22. Pension (where Applicable)—

- (a) Are there any pending pension cases ?
- (b) If so, what is the stage and what are the causes of delay ?

## 23. Are the office premises and the office records being kept in a satisfactory condition ?

## 24. Whether the Officer Incharge inspected office/section/branch ; and if so, when and with what results ?

## 25. Is the Officer Incharge of the Section a technical Officer ? If so, what are the subjects dealt with by him ?

## 26. Last inspection, date and classification.

## 27. Any other item of interest/importance to be brought forth by the department/office.

Dated the

Signature of the Head of Department/  
Office/Branch.