

No. 367-AR-76/5280

From

The Chief Secretary to Government, Haryana.

To

(i) All Heads of Departments, Commissioners, Ambala/Hissar Division, all Deputy Commissioners and All Sub-Divisional Officers (Civil) in Haryana.

(ii) The Registrar, Punjab and Haryana High Court and all District and Sessions Judges in Haryana.

Dated Chandigarh, the 27th February, 1976

Subject :— Consolidation of the gains of Emergency.

Sir,

I am directed to address you on the subject noted above and to inform you that it has been stressed by the Government from time to time that not only the working but also the image of administration should be above reproach. Efforts in this direction received an impetus by the proclamation of emergency last year. But it is necessary to ensure that this pace is not only maintained but also improved since the improvement of efficiency in administration is a continuing process.

2. Towards this end, it is necessary to create an environment in which the junior most government employee can give of his best. It should be ensured that offices are kept clean and working conditions are conducive to efficiency. Greater care should be taken by senior officers to ensure staff welfare and to redress the grievances of junior officers/officials.

3. In such an atmosphere, there should be a strict enforcement of discipline and punctuality. The week starting on 21st July 1975, had been declared as "Arrears Clearance Week". But there is no reason why this should not hold good for every week. Strict action should be taken against government servants who are found to have delayed cases without sufficient reason. This should be enforced with extra vigour in field offices with which the public comes into direct contact, since any delay causes a lot of hardship. The heads of offices should fix a time-limit for the disposal of every category of cases of a routine nature wherever delay is likely to cause hardship. They should also make some arrangement to oversee the disposal of time-bound work.

4. Staff welfare assumes importance in the total context of an efficient administration. It is, therefore, most desirable that channels of communication between lower and higher levels of employees and officers should remain open so that subordinate staff feel free to bring their difficulties to the notice of their seniors. This will not only help the seniors in appreciating the day to day problems of administration and resolving them but also enable them to provide better motivation for the juniors.

5. The government attaches the upmost importance to need for inspections, formal and informal—by the Senior Officers of the subordinate establishments in order to bring about a total atmosphere of discipline and well-motivated efficiency.

6. These instructions should be brought to the notice of employees/officers at all levels.

Yours faithfully,

Sd/-

Deputy Secretary General Administration
for Chief Secretary to Government, Haryana.