

No. 2/1/94—RU

From

The Commissioner & Special Secretary to
Government, Haryana, Administrative Reforms
Department.

To

All Heads of Departments, Commissioners of
Divisions, all Deputy Commissioners and
S.D.O. (Civil) in Haryana.

Dated, Chandigarh, the 24th August, 1994.

Subject :—Fixing levels of final disposal of cases and channels of their submission so as to enforce accountability and reduce delays.

Sir,

I am directed to refer to the subjects cited above and to state that one of the prime aims of the welfare State is the satisfaction of its citizens which largely depends on its official machinery. Faulty methods and lengthy procedures in office functioning and lack of decision taking will add to the woes of public to a considerable extent. Therefore, improving the efficiency of administration and avoiding administrative delays are such main factors to which the State Government is giving utmost attention.

2. In a series of its efforts in Administrative Reforms, this Department has recently conducted a survey of some of the selected departments and found that no sincere effort has so far been made regarding fixing levels of final disposal of cases and channels of their submissions, taking into consideration their importance and urgency. No doubt, channels of submissions of cases have been decided, through written as well as verbal instructions, but in some cases, contrary to Govt. instructions, many hierarchical steps are involved leading to abnormal delays and avoidable rush of work. This is also becoming a cause of shirking of responsibilities by some of the officials, who think it proper to submit routine nature and unimportant cases to higher authority which otherwise would have been disposed of at lower level. This practice erodes the precious time of higher authorities which otherwise required for policy matters.

3. In order to regulate the office functioning properly, the Government of India in the Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms and Public Grievances, New Delhi vide their letter No. 22013/1/93—O & M dated 7-3-1994 have also recommended that State/U.T. Governments may consider issuing instructions fixing channels of submission as well as final level of disposal for each category of cases by reduction on level of considerations wherever possible.

4. Hence, with a view to improving the efficiency of administration, enforcing accountability and avoiding administrative delay, you are requested to kindly review the functioning of your department and take immediate necessary steps regarding fixing levels of final disposal of cases and channels of their submissions.

5. This action should be taken immediately and a report in this regard sent to the Administrative Reforms Department by 30-9-94, positively.

Yours faithfully,

Sd/—

(K. L. Sharma)
Research Officer, (RU)
for Commissioner & Special Secretary
to Government, Haryana, Administrative
Reforms Department.