

CHAPTER—IX

Measure for Prevention Delays

204. *Priority slips (I).*—To ensure that cases of urgent nature do not get delayed through over-sight, priority slips should be affixed on them. The different types of priority slips are :

- (a) Top priority or Immediate slips are to be used only in cases of extraordinary urgency requiring instant attention by the person to whom they are addressed, whether by day or night. Files so slipped should be delivered to the person address at once. "Top Priority" slips should be used in very rare cases where it is considered necessary to distinguished them from "Immediate" cases.
- (b) "Urgent" slips to be used on cases requiring attention without delay, and
- (c) Early, slips to be used to mark cases which although need not necessarily be dealt with at once, should be given priority over ordinary work.

When a slip is placed on a case the fact should be noted with pencil in the margin of the note, thus

Top Priority

Immediate

Urgent

Early

Council of Ministers

For order of C.M.

Assembly Revision

slip affixed.

It should be carefully noted by all officials, through whose hands fresh receipts pass, including diarists, that in the case of letters not marked 'Urgent' or 'Immediate', it is their duty to supply the necessary priority slip, where required.

2. Marking on outside of a closed cover or box when an urgent or immediate case is submitted to the Governor, a Minister or to any other officer in a closed

cover or box, an urgent or immediate slip as the case may be, should be placed on the outside of the cover as well as on the case inside. (See also paragraph 158).

3. A-II officers and officials should see that the different priority slips are properly made use of on official files and other documents and that the misuse of these slips are strictly avoided as their profuse employment tends to defeat the object in view. A priority slip should not be retained on a file after the particular occasion for which it was used, has passed Superintendents and Assistants, before passing on a file, marked with a slip, to a Secretary, Deputy Secretary or Under Secretary should therefore consider whether there is justification for the retention or removal of the slip.

Nothing should be written on a priority slip

4. To obviate delay in taking prompt action on urgent and important letters which are required to be sent up as "fresh Receipts" Superintendent should arrange to have a copy of the letter made after registration (when spare copies have not been received and should submit the copy as a "Fresh Receipt" and take action at once on the original. The fact that this is being done should always be indicated.

5. Immediate communications for issue when a communication is parked to be issued the same day, the Superintendent/Assistant should satisfy himself that it has actually issued and should not leave the office until it has been despatched. Such a communication if too late to be posted in the post office, should be sent to the Railway Mail Service for posting there and the late fee paid, if necessary. If it is too late to post it even at the Railway Mail Service, and the next day is a holiday the Superintendent/Assistant or the should personally entrust this work to either the Resident Assistant or the Assistant on duty on the holiday or himself attend the office for this purpose. All such cases which have not been despatched the same day, should be brought to the notice of the Under Secretary.

These instructions also apply to the despatch of immediate files to local officers (See also para 158)

6. In order to check up where delays actually occur, a short printed label in the following form should be put on the flap of every file submitted :

Calendar of date of disposal of a case

- (1) Date of receipt of P.U.C. in the Secretariat.
- (2) Date of receipt of previous papers, if any, from the Record Department.
- (3) Date of disposal by the Assistant.
- (4) Date on which it has been dealt with by the Superintendent
- (5) Date on which it has been dealt with by Under Secretary/Deputy Secretary.
- (6) Date on which it has been dealt with by the Secretary.
- (7) Time taken in case of a back reference to the Branch or subordinate officer.

(8) Time taken by F.D./L.R.

(9) Remarks, if any.

7. Period allowed for disposal of a reference-A superintendent, Assistant and Record keeper should dispose of an immediate case on the day it is received. An urgent case should be disposed of within three days by an Assistant and within two days by others. An ordinary reference should be disposed of within five days by an Assistant and within three days by other. The officials at the time of Marking fresh receipts to other officials should initial and date marking.

205. *Arrear Statements* (1) *Arrear Statements of Superintendents, Assistants and Reference Clerks.*—The head of each branch is required to furnish to the under secretary each Wednesday (or on Tuesday, when Wednesday holiday) a list of all undisposed or work over four days old in the branch in the following form :—

Arrear report for the week ending.....of cases over four days old in the.....
.....Branch

Class of cases
Reference, note, etc.

Diary No.	Date of receipt in Branch	Date on which last seen by Officer concerned	Officer from whom received and subject (briefly)	Cause of delay
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- (a) The list should be prepared by all reference Clerks, Assistants and Superintendents at one and the same time under the Superintendent's supervision. It should show all current cases in the branch on the previous Saturday, whether with the Superintendent, Assistant or any Clerk or in transit between them. The point to be borne in mind is that a case to be submitted by a branch to an Under/Deputy Secretary or a Secretary should be shown in the branch list until it has gone up to the Secretary or Deputy/Under Secretary, whether it has been sent to the diarist for transmission or whether it is actually on the table of any one in the branch. The same applies to cases returned for further papers. Cases which have been more than eight days from the date of receipt in office or with a clerk more than three days from the date of receipt in office or with a clerk more than three days, of receipt by him, should be entered in detail. See also paragraphs 69(3) and the above arrears report should invariably be sent up to the level of of the Administrative Secretary concerned.

The total number of cases should be entered and the list signed. The lists of all the reference Clerks, Assistant and Superintendent should then be linked together, paged, and a circulating sheet added, before submission to the officer of the branch concerned. The

routine note should give an abstract of the total number of cases in the record room and with the superintendent and Assistants of the branch and this should be compared with the arrears of the previous week.

- (b) Diarists of branches should prepare an upto date weekly list (called check list) of consecutive diary numbers of all outstanding entries of three days and over which are against reference Clerks, Assistants and Superintendents. This list will be a consecutive one e.g. of outstanding diary numbers of the previous week by the addition of those of subsequent weeks. Superintendents should check the arrear reports with this list and if they find that any diary number is omitted from the report take steps to locate the case. If the case in question has been submitted to an officer, the diary entry should be corrected.

- (c) Every branch Diarist should also maintain a register of Government of India's letters needing replies as detailed in para 207.

Recorders arrear report :—The recorders shall furnish their reports in the following form.

Report of the State of Recording work.....Branch for the week ending.....19..

Number of Cases						
Class of proceeding	Balance from previous week	New cases received	Total	Recorded	Balance	Number of unrecorded cases over a week old and reasons for delay. (Quote date of oldest case).
A.						
B.						
C.						
K.Ws.						
Total						

Superintendent.....Recorder.
Under Secretary.....

(2) *Arrear statement of officers.*—(a) Secretaries, Deputy/Under Secretaries should survey their pending files monthly and submit a return on the 15th of each month giving details of files that have been with them for more than five days. The return should be in the following form :—

Statement of un disposed of cases more than five days old with.....on the 15th.....19 ..

S. No.	No. & date of letter	From whom Sub-ject	Date of receipt by officers	For what purpose	5 days	15 days	one month	Two months	Three months	Re-marks
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(b) Deputy Secretaries and Under Secretaries should submit their returns to the Secretaries concerned. Secretaries should send their lists to the Minister concerned or Chief Minister, as the case may be, through Chief Secretary.

206. All references from the Government of India should be acknowledged immediately on receipt and there after every effort should be made to send a final reply within a fortnight of the receipt of the reference. In the case of departments not in the port folio of the Chief Minister the Minister in-charge should be informed if, in any particular case, it is not possible for the departments to send a reply within that time limit. In the case of departments in the portfolio of the Chief Minister, intimation should be conveyed by the Secretary to the Chief Minister, together with reasons for it not being possible to send a reply within the prescribed period of the fortnight.

In the case of D.O. references from the Prime Minister of India other central Ministers and Members of the planning Commission the prescribed period for giving reply is one week and should be seen that not a single case delayed beyond this period.

207. *Government of India letters needing replies.*—The diarist of each branch will maintain a register of Government of India's letters needing replies in the form below :

Register of Government of India's letters needing Replies in the Branch

S. No.	Branch No.	Date of receipt	No. and from date of letter	Sub.	Last Mark-ing of diary with date	Reminders date fix ed for issue	date of issue	date by which Govt of India want a reply	Re-marks
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On receipt of letters pertaining to his branch from the circulating Clerk the Superintendent should instruct the diarist by recording a note in red ink on the top

of the letters needing replies received from the Government of India that they should be entered in the register.

The register should be submitted for the information and order of officers of the branches concerned every fortnight on the first and fifteenth day of each month or, if there are holidays on those days, as soon thereafter as possible. The register should be sent to the Under Secretary before it is marked to the Branch officer/Secretary concerned. The Superintendent of a branch will be held responsible that the register is submitted on due dates. To ensure this the diarist should put up the register to the Superintendent two days before the due date through the Assistant concerned after noting the last marking of the diary against each entry. The Assistant concerned should record the stage of disposal of the letters entered in the register.

A clean register should be made out at the end of every quarter the un-disposed of entries of the old register being copied into the new.