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G-1815  
16/8/2022

No.F.20/05/19/AR/056535741/4927-61

Dated: 08.08.2022

CIRCULAR

Sub.: Broad Guiding Principles on "Manual for Disposal of the Matters at Various Levels (Deputy Secretary/HOD/Secretary, etc.)"

The Departments and Undertakings of Govt. of NCT of Delhi generally devise their work in two categories, one dealing with the core work of the Department and other dealing with the allied work. It has been observed time and again that there are numerous channel of decision making in different Departments which causes unnecessary delay in disposal of work without any addition to the quality of proposal. Further due to heavy inflow of routine files at his desk, HoDs/Heads do not find enough time to devote quality time on matter of policy making and high import. Therefore a need has been felt to devise a mechanism for lessening number of levels for decision makings on the pattern of Chapter V, File management under heading "level of disposal and channel of submission" para 14 of Central Secretariat Manual of Office Procedure which reads under":-

- i) Each Ministry/Department shall lay down a detailed scheme of delegation at all levels so that the decision making takes place at the most appropriate level. This shall be updated from time to time and placed in public domain.
- ii) The number of levels through which a file passes for a decision shall not exceed four.
- iii) Wherever level jumping is done in respect of any category of cases, each such case on its return, will pass through all the levels jumped over, who in suitable cases could resubmit the cases for reconsideration.
- iv) In case of urgent matters, the decisions may be conveyed directly to the officer concerned for implementation, who after doing the same, shall bring it to the notice of the levels of officers, that have been jumped in the hierarchy.

Sir,

As desired by CEO, copy of the circular is forwarded for information & necessary action kl.

- 1. All CEs
- 2. All Directors
- 3. All DDS.
- 4. Etc.

V Lush  
CEO  
M(A)  
PS  
do keep copy  
to circulate  
it to all  
16/08/22

Diary No. 723  
Date: 17.8.22  
Computer Division (DUSIB)  
Govt. of NCT of Delhi

Pls upl. d.  
17.8.22

17.8.2022  
PS/CEO

2. It has therefore been decided that departments and undertaking of Govt. of NCT of Delhi are required to devise all their work activities broadly into two categories i.e. Core Functions and Allied Functions after which they may decide their Channel of Submission and Level of Final Disposal of work. It is required that only upto four channels, except in exceptional cases to be justified in the manual, viz. Initiating Authority, Concretising Authority, Checking/ Analysing Authority and Deciding/Approving Authority may be devised.

3. Manual for disposal of the matters may be prepared while keeping in mind broad Principle laid in the Citizen Charter of the Department, Delegation of Financial Powers, Timelines as per Service/eService Level Agreement (if issued so) and Central Secretariat Manual of Office Procedure etc.

4. Following points may be noted and kept in view as guiding principles while preparing the Manual for disposal:

a) A comprehensive Citizen Charter may be prepared (if not already made) and updated constantly with contact number and email address by all the Departments/undertakings of Govt. of NCT of Delhi to serve as a guiding factor.

b) All Departments must enlist their activities and functions, especially more precisely the functions which affect timely public service delivery, and prepare a flow chart of authority to propose such proposals, examine them and approve by the competent authority. This would serve as guiding principles for putting up all proposals on files without any ambiguity and also to save time in unnecessary file movements.

c) The Finance and Planning Departments, Govt. of NCT of Delhi, if think fit may revisit the existing set of "Delegation of Financial Powers" in order to make them more exhaustive with extended limits to ensure that accounts functionaries at all levels are clear as to who is the competent authority for approval of financial proposals and more decision are taken at field level. As a principle, appropriate powers may be delegated to district level functionaries/ executing field authorities working on ground in order to dispose off the matters quickly and efficiently, moreover, HoD/Secretary may sent proposals

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to Finance Department for specific enhancement of financial powers at appropriate field level functionaries in the department for such specific considerations keeping in view work exigencies and public interest.

- d) For successful implementation of the above, an officer of appropriate seniority may be appointed as Nodal Officer (N.O.) in each Department to oversee the administrative reforms. However, HoD will be responsible for strict compliance of new reporting system/manual.
- e) As provided in the provisions of Manual of Office Procedure, as aforesaid, the Departments are required to strive for keeping maximum four levels for disposal of any matter unless there is extreme necessity to incorporate the next level.
- f) All Approving/Deciding authority shall not be less than Gazatted Officer.
- g) All decisions/activities/actions/programmes be grouped keeping in view of overall administrative/legal importance of the matter.
- h) All four authorities/channels be charted in a tabular form viz-a-viz the said decisions/activities/actions/programmes/accomplishment in the Department.
- i) Timelines in disposal of work may be mentioned against each work and should strictly be followed as per SLA/eSLA and Citizen Charter of the department/organisation.
- j) All levels in channel of submission to be mentioned by name of designation of the Departments/offices concerned. Further, all designations to be standardized/maintained within the denomination set out/given in the Department keeping in view of pay scales of the Officers/officials, as far as possible.
- k) All the Departments may undertake 'Infrastructure & Basic Facilities Audit' at each office level and also undertake the exercise of disposing off/weeding out all the obsolete/damaged items and assess infrastructure in order to increase the overall efficiency of offices set ups.

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j. Following could be the suggestive/indicative examples of arrangements:-

S. No.	Name/ title of work	Initiating Authority	Concretising authority	Checking/ analysing Authority	Deciding/ Approving Authority	Comments, if any
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Cabinet Note	DS or equivalent authority	Addl. or Spl. Secretary or equivalent authority	Secretary or Addl. Chief Secretary in charge	Minister or In-Charge	---
2.	Assembly Questions	SO or DS or equivalent authority	Addl. or Spl. Secretary or equivalent authority	Secretary or Addl. Chief Secretary in charge	Minister or In-Charge	---
3.	Policy Matter/ Secret Matter	DS or equivalent authority	Addl. or Spl. Secretary or equivalent authority	Secretary or Addl. Chief Secretary in charge	Minister or In-Charge	---
4.	Court Cases & related matter	ASO or SO or equivalent authority	DS or equivalent authority	Addl. or Spl. Secretary or equivalent authority	Secretary or Principal Secretary or Addl. Chief Secretary in charge	---
5.	HBA Advance to employee	ASO or equivalent authority	SO or DS or equivalent authority	AAO or AO or DCA	HOD	---
6.	Mobile bill payment	Jr. or Sr. Assistant or equivalent	ASO or SO or equivalent	AAO or AO or DCA	HOO	---

*Yes*

S. No.	Name/ title of work	Initiating Authority	Concretising authority	Checking/ analysing Authority	Deciding/ Approving Authority	Comments, if any
7.	Salary Wages to contractual employees	ASO or equivalent authority	SO or DS or equivalent authority	AAO or AO or DCA	HOD	---
8.	RTI/DRTI matter	Jr. or Sr. Assistant or equivalent authority	ASO or equivalent authority	SO or equivalent authority	DS or equivalent authority	---
9.	Grievances and Complaints	Jr. or Sr. Assistant or equivalent authority	ASO or equivalent authority	SO or equivalent authority	DS or equivalent authority	---

However departments may insert the designation of authority as per their available hierarchy in the department.

6. All the Departments/undertakings of Govt. of National Capital Territory of Delhi are, therefore, directed to complete the above mentioned exercise by **15th August, 2022** and send the soft and hard copy to the Administrative Reforms Department at email ID (arupdate@nic.in) so that a compilation of all the Departments and undertakings of Govt. of NCT of Delhi may be arranged, keeping in view the uniformity in the manual for the Govt. of NCT of Delhi and for appraisal of the Chief Secretary, Delhi.

7. This has the approval of the Chief Secretary, Delhi.

*(Signature)*  
08/08/22

(Vivek Pandey)  
 Secretary (AR)

No.F.20/05/19/AR/056535741/ 4927-61

Dated: 08.08.2022

Copy for information and compliance to the following:-

- 1- All the Additional Chief Secretaries/Principal Secretaries/Secretaries/Head of Departments, Govt. of NCT of Delhi.
- 2- The Special Officer (MCD)/Commissioner (MCD) and All Heads of Undertaking under Govt. of NCT of Delhi.

For information:-

- 1- OSD to Chief Secretary, Govt. of NCT of Delhi.
- 2- PA to Additional Chief Secretary (AR).
- 3- PA to Secretary (AR).
- 4- PA to Special Secretary (AR).
- 5- PA to Special Director (AR).
- 6- Assistant Director (AR) concerned with the request to upload this circular on the website of AR Department in 'Latest Updates and What's New' as well as in 'Circulars and Orders' and in 'Circular' tabular.
- 7- Notice Board.

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(Vivek Pandey)  
Secretary (AR)