EE(EDP)

DELHI JAL BOARD, GOVT. OF N.C.T. OF DELHI
OFFICE OF THE DIRECTOR (ADMN. & PERSONNEL)
VARUNALAYA PH-II, KAROL BAGH, NEW DELHI 110 005.

OFFICE ORDER No. 64 (Min.)   Dated: **10.03.2011**

With a view to have on line monitoring of Very Important References (VIRs) and Special Follow-up (SFUs) cases received in the Hon'ble Lt. Governor's Secretariat, a decision has been taken to upload the system on the internet of Govt. of NCT of Dehi to enable the concerned departments/organizations to do online entry of submission of files to Raj Niwas. Copy of the instructions received in this regard from Hon'ble Lt. Governor's Secretariat is enclosed herewith for ready reference.

The following decisions for on line monitoring of Very Important References (VIRs) and Special Follow-up (SFUs) cases of Raj Niwas are taken:-

1. AC (W) is designated as Nodal Officer of DJB for this purpose.

2. Appropriate record/registers would be maintained by AC (W) in this regard.

3. Nodal Officer with designated staff would be deputed for the intended training as per LG's Secretariat reference in due course.

This issues with approval of Competent Authority

(D. VARMA)
DIRECTOR (ADMN. & PERSONNEL)
Dated 10.03.2011

No. F-2/DJB/Dir.(A&P)/2011/
Copy to:
1. Vice Chairperson, DJB.
2. All Members of Delhi Jal Board.
3. CEO/All Members/CVO/Addl. CEO/Secy. DJB/ All Directors.
4. OSD to Hon'ble Lt. Governor, Delhi for information please.
5. All CEs/All SEs/All EEs/All CWAs/All Joint Director (Rev.)
6. A C (D) with the direction to immediately provide One UDC/LDC and one DEO/ CO to A C (W) i.e. Nodal Officer for unloading & uploading information on LG's webseite and other IT applications.
7. EE (EDP) with the direction to immediately provide One Computer system alongwith the scanner and printer to AC (W) i.e. Nodal Officer for unloading & uploading information on LG's website and other I T applications.
8. AC (T)/AC (B)/AC (G)I/AC (G)-II/AC (L&E) /All Dy. Dir. (Rev.)/ AC (GA)/ P. D. (Trg.)/LO/LWO/ Dy. Dir. (Vig.)–I/Dy. Dir. (Vig.)–II/AD (P&M)/ Consultant (PR).
9. AC (W) for immediate compliance.
10. All Dy. A& FOs/All ACAs/All ZROs.
11. Office Order book.

DIRECTOR (ADMN. & PERSONNEL)

No.RN/11/VIR/   February 2011

On line monitoring of Very Important References (VIRs) and Special Follow up (SFUs) cases of Raj Niwas

A system to monitor Very Important References (VIRs) and Special Follow Up (SFU) cases is in vogue in Raj Niwas as per instructions issued on 30.3.2009, 10.7.2009, 21.4.2010 and 5.1.2011.

2.   Salient features of monitoring of important references/cases in Raj Niwas are given in *Annexure I*.

3.   To facilitate expeditious disposal of such cases, it has now been decided to upload the system on the intranet of Govt. of NCT of Delhi to enable the concerned departments/organizations to do online entries of submission of files to Raj Niwas. The use of the system will be through the assigned login ID and password.   Salient features of the online monitoring system are given in *Annexure II*.

4.   I would, therefore, request you to issue instructions to all departments under you to visit the site "LG Monitoring of Very Important References" on http://delserv.nic.in and regularly update information on status of disposal of VIRs/SFUs pertaining to the department on our web portal.   The login ID and password for the purpose will be conveyed separately.   It is further requested, the name, phone number and email id of an officer of your department/organization to act as the Nodal Officer of the department for the
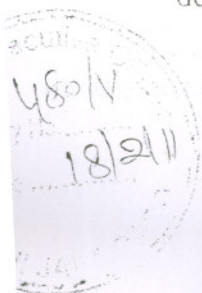
CEO

purpose of timely disposal of Very Important References may be communicated to Shri Sanjeev Mittal, OSD in Raj Niwas Secretariat.

5.   It is proposed to conduct a familiarization meeting of the Nodal Officers and other concerned staff of your organization for a hands on experience with the VIR/SFU monitoring system of Raj Niwas during the week 21.2.2011 to 25.2.2011, which the Nodal Officer and staff of your department/organization may be directed to attend on getting information from LG Secretariat.

(Rakesh Behari)
Principal Secretary to Lt. Governor, Delhi

No.RN/11/VIR/ 963   _18_ February 2011

Copy to:

1.   Chief Secretary, Delhi
2.   Vice Chairman, DDA
3.   Commissioner of Police
4.   Commissioner, MCD
5.   Chairman, NDMC
6.   Chief Executive Officer, DJB
7.   All Principal Secretaries/Secretaries, GNCT of Delhi
8.   All officers of Raj Niwas

(Sanjeev Mittal)
OSD to Lt. Governor, Delhi

LIEUTENANT GOVERNOR'S SECRETARIAT
RAJ NIWAS: DELHI

SALIENT FEATURES OF VIRs/SFUs MONITORING SYSTEM

The important references are broadly divided into two categories, (i) **Very Important References (VIRs)** - references which are monitored till a reply to that particular reference has been sent and (ii) **Special Follow Up cases (SFUs)** - references which are monitored on a sustained basis till the case relating thereto is finally disposed of.

2.   **Classification of Very Important References (VIRs)** - References received from the following authorities are classified as Very Important References:-

(i)   *The references received from high Constitutional dignitaries and their offices like President's Secretariat, Prime Minister's Office, Cabinet Secretariat, Ministry of Home Affairs, Ministry of Urban Development, other Ministries and Departments of Government of India.*

(ii)   *Governors, Chief Ministers, Ministers of the State Governments;*

(iii)   *Constitutional bodies;*

(iv)   *Heads of diplomatic missions posted in Delhi, Indian Missions abroad, UN organizations;*

(v)   *Members of Parliament, Delhi Assembly and State legislatures;*

(vi)   *Reports sought from various departments/organizations by Hon'ble LG in public hearing cases or otherwise; and*

(vii)   *Any reference classified as VIR/SFU by Hon'ble Lt. Governor or Principal Secretary to Lt. Governor.*

3. **Classification of Special Follow Up cases (SFUs)** – References marked by Hon'ble LG as SFU for sustained follow up till final disposal.

4. **Time Limit for disposal of VIRs** – Where a time limit is indicated in the reference itself, or by Hon'ble L.G, the same will be taken as the target date of disposal; otherwise, generally a VIR should be disposed of within 15 days.

5. **Identification and Labeling of VIRs** - Since 1.4.2009, VIRs/SFUs are being forwarded to various departments/organizations with a stamp indicating Raj Niwas UID number, with instructions to quote the same on the note-sheet while processing the receipt. It is observed that Raj Niwas UID No. is seldom mentioned by departments/organizations while dealing with Raj Niwas VIRs. This causes difficulty in tracking and deletion of VIRs. Heads of departments/organizations may, therefore, issue suitable instructions to all concerned for scrupulously recording Raj Niwas VIR/SFU number on the note-sheet while dealing with a VIR of Raj Niwas.

6. **VIRs/SFUs to be dealt on files** - Raj Niwas VIR/SFU should invariably be dealt with on a file and a report in the subject matter should be sent to Raj Niwas on the concerned file.

7. **VIRs/SFUs files to be submitted to Raj Niwas** - A Raj Niwas VIR/SFU, except those pertaining to statutory functions, should be put up to Hon'ble LG before taking a decision/finalizing views in the matter and sending a reply to the VIP/petitioner. Even in cases relating to statutory functions, the file should be put up to Hon'ble LG before a reply is sent to VIP/petitioner.

8.   **VIRs/SFUs files to be submitted through Head of Department** - When consultations are made in different wings of the same department, it should be duty of the Head of the Department to ensure that these consultations are completed within the shortest possible time and the VIR is put up to Hon'ble LG with due examination of the matter and with a draft reply to the VIP, as required.

9.   **Interim reply, if other department(s) to be consulted** - In case consultation is required with an outside department/agency, the file should be put up to Hon'ble LG with interim report indicating that for complete examination consultation with other department will be required, which should be done as approved by Hon'ble LG.

10.   **Even where VIR/SFU does not pertain to a department file is to be submitted** - In case a particular reference does not pertain to a department, instead of sending a reply to the VIP/petitioner stating that the matter does not pertain to that department, the file should be put up to Hon'ble LG for transferring the said reference to the correct department/organization, as the matter does relate to the overall jurisdiction of Hon'ble LG.

11.   **Draft reply should be submitted** - The files dealing with VIRs should invariably be put up through the Head of the Department and with draft reply to VIPs.   Normally all VIRs need to be replied except those where Hon'ble LG decides that a reply need not be sent.

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LIEUTENANT GOVERNOR'S SECRETARIAT
RAJ NIWAS: DELHI

SALIENT FEATURES OF ONLINE VIRs/SFUs MONITORING SYSTEM

Menu Bar - The following options are provided on the Menu bar -

✦ Data Entry - This option provides for the most important operation of reporting the status of a VIR/SFU in the department/organization by making data entry in the *List of Due and Delayed VIRs/SFUs* which opens by default on clicking this option on the Menu Bar. A department/organization is required to enter the relevant data in the following fields of the List - "Date of submission of the file to Raj Niwas", "File number on which the reference submitted to Raj Niwas" and "Remarks, if any". All other fields of the List have been disabled. Date should be filled in the format dd/mm/yyyy, where 'dd', 'mm and 'yyyy' are numerals for day, month and year respectively. Remarks should be brief and unambiguous. Unnecessary remarks should be avoided.

✦ View Reports - Authorized departments/organizations can view and take print-outs of the following reports by clicking this option on the Menu Bar.

Abstract of VIRs/SFUs in the Department - It enables one to view at a glance the total number of VIRs/SFUs received, disposed of and pending in the department during the year.

List of Due and Delayed VIRs/SFUs - This report displays details of all pending VIRs/SFUs against the department, along with the number of

days each reference has been delayed beyond the target date of disposal in the department/organization.

Disposed of VIRs/SFUs - It gives details of the disposed of VIRs/SFUs by departments/ organizations during the year.

✦ Search - A viewer may locate details of any VIR/SFU by entering any one of the five parameters, namely *Diary number, UID number, Date of receipt, received from, subject category.*

✦ Change Password - This is self-explanatory.

✦ Instructions - A viewer can see detailed instructions, circulars and orders that have been issued for disposal of VIRs/SFUs from time to time by clicking this option.

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