

No. F.4/39/07-AR/5000-5124
Government of NCT of Delhi
Administrative Reforms Department

New Delhi, the 11 December, 2007

OFFICE ORDER

Subject:- Fixation of time limit for disposal of applications / requests received from officers / staff including retired employees.

With a view to ensure that the applications / requests received from officers / staff and the retired employees are disposed of by the Administration and Accounts Section/Branches of various departments promptly, it has been decided to lay down the following time limit for disposal of various types of applications/ requests:-

<u>S.No.</u>	<u>Nature of application</u>	<u>Maximum number of working days allowed for disposal</u>
1.	Grant of advance/withdrawal from GPF	7 days
2.	Grant of Advances like Festivals, LTC advance, TA advance and Cycle advance.	7 days
3.	Grant of Motor Cycle/Motor Car/Computer advance	15 days
4.	Settlement of adjustment bill of LTC/TA	20 days
5.	Grant of pay certificate/TD certificate/certificate of accrual of interest on HBA	3 days
6.	Forwarding of application for outside posts	5 days
7.	Forwarding of application for allotment of Govt. accommodation	3 days
8.	Issue of Medical Card	3 days
9.	Issue of temporary passes	2 days

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10.	Issue of Photo passes	10 days
11.	Issue of no objection certificate for obtaining personal passport	7 days
12.	Sanction of medical reimbursement claim under delegated powers (including those of retired employees and their dependents)	30 days
13.	Sanction of medical advance	7 days
14.	Grant of permission under Conduct Rules	7 days
15.	Change of 'Home Town' recorded in the Service Book	10 days

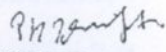
2. With a view to expedite payments it has been decided that the payment of Medical Claims of the employees including retired employees should be made through Electronic Clearance Service (ECS). All the DDOs and PAOs should ensure that they introduce payment of medical claim through ECS system instead of cheques, with immediate effect.

3. With a view to monitor various claims filed by the claimants, specially the medical claims, it should be ensured that all such claims are diarised through computer system and suitably monitored. All Heads of Offices including schools and other institutions should adopt this system. Necessary programme for the purpose may be got installed in consultation with the Department of Information & Technology, where required.

3 All officers and staff members are requested to furnish their application/ requests complete in all respects so that their application/requests may be disposed of within the time limit mentioned above. In case of delay, they may kindly bring the matter to the notice of the concerned Head of Office or Director of staff grievances in the Departments.

4. All the Heads of Departments are requested to ensure that the time frame fixed is adhered to and also to monitor the implementation of the above time schedule through internal mechanism, on quarterly basis.

5. This issues with the concurrence of Finance Department.


(P.K.Tripathi)
Pr. Secretary (AR)

All Pr. Secretaries/ Secretaries/
Heads of Department,
Government of NCT of Delhi.