

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
TRANSPORT DEPARTMENT (OPERATION BRANCH)
5/9, UNDER HILL ROAD, DELHI-110054

PA/DC/(Ops)/Misc./Order/ 2015/ 8875- 9/

Dated: 11/03/15


ORDER

Attention of all the Staffs of Zonal Authorities is hereby invited towards repeated verbal as well as written directions regarding timely disposal of received reference, maintainance of honesty and transparency in their dealings. In this connection it is hereby reiterated again that:-

1. All staffs must maintain high integrity in their official dealings.
2. No communication / application / reference received from public or any other source must be dealt in time bound manner and in no case be kept lying unattended.
3. All references and files must be dealt / put up as per its seniority of receipt and without any discrimination and pick and choose basis.
4. While examining any matter, all deficiencies / short comings if any must be pointed out in one go.
5. All corporation and assistance must be provided to the public where ever requires.
6. Polite and courteous behaviour must be maintained in public dealing.
7. It should be ensured that no harassment to visiting public causes in any manner.
8. All proposals / requests / applications must be examined meticulously and strictly as per legal provisions not on personal whims and fancies.

All are directed to ensure the compliance of the above strictly; any deviation from the above shall invite strict action against the defaulting official. MLO concerned shall ensure the compliance of above in letter and spirit and keep strict monitoring on disposal of all communications and references timely manner. It should also be ensured by the MLO concerned that all staff maintains high integrity and honesty in their official dealings and no harassment causes to any public.

1. All MLOs of Zonal Authorities.
2. All staffs of Zonal Authorities through their respective MLOs.


(YOGESH PRATAP)
DY. COMMISSIONER (OPS)

Copy to:-

1. PS to Commissioner, Tpt.
2. PA to SCOT
3. JC (Ops)