

Prevention of delay in  
performance of Office Duties

Government of Maharashtra  
Department of Rural Development and Water Conservation  
Government Circular No. Miscellaneous - 2011/C. No. 162/Coordination Room  
Mantralaya, Mumbai - 400 032.  
Dated : 15th September, 2011

As per the provisions of the Maharashtra Government Employees Transfer Regulation and Prevention of Office Delay Act, 2005, there is a provision that no case should remain pending with any Government Officer/Employee for more than seven office days. The Act also provides for disciplinary action against officers/employees who deliberately delay. Therefore, although the delay in the offices has reduced to some extent, still in many cases, decisions are not taken promptly, people's work is delayed and for that, they have to go again & again in Government Offices. In some cases, it may also be a fact that the case may not be settled within the time frame due to the administration's justice problem. But it is necessary for the concerned people to know also in terms of transparent people-oriented administration. For this, the following instructions are being given in order to comply with the provisions of the said Act and prevent office delay.

- 1) Government duties and government work assigned to or pertaining to every Government Employee/officer should be carried out carefully and expeditiously.
- 2) No case shall be pending with any Government Officers / Employees in the Department / Office for more than seven working days maximum.
- 3) Matters of an immediate and urgent nature, as expeditiously and with priority as possible according to the urgency of the matter, Immediate case preferably within a day or next morning and cases of urgent nature should preferably be decided within four days.
- 4) A review should be conducted on the 3rd Saturday of every month in all Government Offices / Ministries at the departmental level in line with the disposal of pending cases. On that day, no case will be pending for no reason and there should be an aim to achieve zero pendency.
- 5) After reviewing all the Government Offices/ Ministries on the 3rd Saturday of every month at the divisional level, if any cases are pending due to genuine reasons, a list should be prepared and the reasons for each case being pending

should be submitted by every officer from Gram Sevak to Divisional Commissioner (Gram Sevak, Group Development Officer, Chief Executive Officer, Divisional Commissioner) to their nearest senior officers and the list of pending cases should also be published at their respective levels.

At Ministry level Joint Secretary/Deputy Secretary to the Secretary (Gram Sevak Department and Panchayati Raj), By the Secretary (Gram Sevak Department and Panchayati Raj) to the Hon. Minister of State (Gram Sevak Department), and Hon. Minister of State (Gram Sevak Department) to Hon'ble Minister (Gram Sevak Department), the list of pending cases should be submitted and the list of the said pending cases should be published.

- 6) This decision will be applicable at all levels from Minister's Office to Gram Panchayat.

The said circular is available on the website of Maharashtra Government [www.maharashtra.gov.in](http://www.maharashtra.gov.in) and its computer code number is 2011091514323001.

(Sudhir Thakur)

Secretary (Gram Sevak Department and Panchayati  
Raj)

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Private Secretary, Hon. Minister (Rural Development), Mantralaya, Mumbai-32

Private Secretary, Hon. Minister of State (Rural Development), Ministry, Mumbai-32

Divisional Commissioner (All),

Chief Executive Officer, Zilla Parishad (All),

Additional Chief Executive Officer, Zilla Parishad (All),

Project Director, Zilla Parishad (All)

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