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# Instructions regarding Office Procedure:

From

The Chief Administrator,  
HUDA, Panchkula.

To

All the AEOs/Superintendents/Deputy Superintendents  
working in the field offices.

Memo No. EA-3/2008/29707-29767

Dated:19.08.2008

**Subject: Regarding non monitoring references in field offices of HUDA -  
improving the system.**

Please refer to the above noted subject.

It must be in the knowledge of all concerned that every month a number of monthly returns (Annexure 'A') pertaining to the working of Estate Offices are being received in the Headquarters and the same are reviewed in the Headquarters on file and/or Monthly Review Meetings. However, despite the fact that the short comings in such returns have been pointed out in different meetings, which is evident from the minutes (which are not only circulated but all hosted on the website regularly), it has not been possible to get correct returns from the Estate Offices. For instance, there have been cases where cases pending prior to the dates of three oldest cases mentioned by the office have been found pending and unattended. This is applicable to cases of transfer permission, NOC, permission to mortgage, conveyance deed, sanction of building plans, grant of occupation certificates etc. The applications remain pending and wrong dates of the oldest cases are mentioned in the monthly returns. This certainly puts a question mark on the authenticity and credibility of the information being reported by the Estate Offices to the Headquarters. These returns are not scrutinized in Administrators' offices at all. It is not only the duty of the Administrator but also that of the Superintendent of the O/o the Administrators that the work in subordinate Estate Offices is done properly. They are also expected to scrutinize these Returns. This aspect has perhaps escaped the attention of senior officers till date. The net outcome is that

applications remain buried in the heaps for longer period and public at large is made to suffer. The redressal of their grievances remains elusive.

2. Therefore, in order to overcome this problem, it has been decided that a special report of pending cases as on 31.8.2008 shall be sent by 7.9.2008 making a mention of the date upto which the applications received in respect of transfer permission, NOC, permission to mortgage, conveyance deed, sanction of building plans, grant of occupation certificates etc. have been disposed off.

It has also been decided that: -

- (i) The applications shall be generally disposed off on first come first serve basis so as to ensure that a person submitting his application earlier gets the response earlier.
- (ii) An advertisement shall also be inserted on monthly basis in the leading newspapers which will reflect the status of the applications pending with each Estate Office i.e. it will reflect the date upto which the applications have been disposed off, so that the general public comes to know about the status of their applications. If no objection letter has been sent to the applicant, it shall be deemed to be pending. Copy of draft advertisement is enclosed at Annexure 'B'.
- (iii) If it is found that any application is pending which was submitted before the cut-off date mentioned in the advertisement, strict disciplinary action shall be taken against that person who kept it pending.
- (iv) If more than 20 such applications are found to be pending, it shall be presumed that the concerned Superintendent/Deputy Superintendent have not carefully sent the Returns to the HQs and they shall immediately be placed under suspension and charge sheeted for major penalty which may result in dismissal of such persons as there is no place for such inefficient persons in HUDA.
- (v) In case, more than 50 such applications are found, then it shall be evident that the concerned Estate Officer has failed in his duties to monitor sending of such Returns and case for initiation of

disciplinary proceedings for major penalty will be sent to the Chief Secretary, Haryana for charge sheeting the concerned officer. At the same time, taking it to be a supervisory failure on the part of Zonal Administrator, his explanation shall also be called if discrepancies are found in the Returns of September, 2008 to be sent by 07.10.2008. This time is sufficient for Administrators to check the veracity of Returns of their subordinate offices.

3. The above decisions are aimed at ensuring that a proper monitoring of the office work, especially the applications submitted by the general public, is done by the AEOs/Superintendent/Deputy Superintendent who have gone negligent in this regard. It appears that the AEOs/Superintendents/Deputy Superintendents feel that it is the responsibility of the officers alone and they do not have to share any responsibility. It is expected that they shall realize their responsibility as incharge of the office and shall come out of their lethargy and start working. Otherwise also, they are expected to exercise vigilant monitoring of the working of their respective offices. Any lapse in this connection shall be viewed very very seriously.

Acknowledgement of receipt of these instructions should be sent by name to Secretary, HUDA, Panchkula by 28.8.2008.

This has approval of the Chief Administrator, HUDA.

Sharma),

HUDA,

Panchkula.

Endst No. EA-3-08/29768-29810

Sd/-  
(Maheshwar

Secretary,  
for Chief Administrator,

Dated:19.08.2008

A copy of above is forwarded to the following for information and necessary action:-

1. All the Administrators, HUDA in the State.
2. All the Superintending Engineers, HUDA in the State.

3. All the Estate Officers, HUDA in the State.
4. All the Executive Engineers, HUDA in the State.

Sd/-  
(Maheshwar Sharma),  
Secretary,  
for Chief Administrator,

HUDA,  
Panchkula.

From

The Chief Administrator  
HUDA, Panchkula.

To

1. All the Zonal Administrators, HUDA in the State
2. All the Estate Officer, HUDA in the State.
3. All the Superintending Engineer, HUDA in the State.
4. All the Executive Engineers, HUDA in the State.
5. All the branch in-charges at HUDA HQ.

Memo No. EA-2-08/8404-69

Dated: 07.03.2008

**Subject: - Observance of office Procedure while sending communications.**

It is hereby ordered that in all the communications being sent by any official of HUDA, following things should be compulsorily mentioned: -

- i) Subject matter of the communication.
- ii) Reference number, if any.
- iii) Name of signatory alongwith the designation.
- iv) In case communication has been signed on behalf of some higher official, whether the communication is being issued with the approval of that official or not, because sometimes, it has been seen that while the letters are being sent on behalf of Estate Officer/Administrator/Chief Administrator their approvals have not been obtained on file before sending the communication. Therefore, the level of competent authority with whose approval communication is being sent must be mentioned incase it is being sent with the approval of higher authority other than the signatory.
- v) The memo numbers/letter numbers should be written in such a way that the branch/official sending the communication can be easily identified e.g. if only memo No.886 dt.25.02.2008 is sent by E.O.\_, it will not be possible to make out whether it has been sent by Assistant of a particular Sector or legal cell or any other official. For instance, if this communication is being sent by Assistant of

Sector-57, then ideally the number should be A-57/886 dt.25.02.2008 for instant identification/reference.

- vi) The head of the offices and branch incharges HUDA (HQ) shall ensure that all the dealing officials maintain diary in respect of time bound cases/ reference and they are disposed off in a time bound manner. For instance if a communication seeks reply/report within ten days then the dealing official of the office from where the communication is originated shall note the detail of the case in his diary and check and put up the matter after the lapse of the stipulated period. Likewise, the official in the office where communication is received will also put up the matter immediately for disposal within the stipulated period. If the disposal of the matter in hand is likely to take more time than the stipulated time, an interim reply should be given. The head of the offices/branches incharges shall ensure that all such dealing official are provided with the official dairy of HUDA, if they have not been given already.
- vii) The D.O. letters from officers of HQ should be dealt with on priority basis. The communication must be replied within a week. Besides, a return containing the details of D.O. letters received and disposed office should be forwarded to the Headquarters on monthly basis in respect of D.O. letters received w.e.f. 01.01.2008 in following format: -

From	As on 01.01.2008 (Beginning of the month	Received during the month	Replied during the month	Balance in month end
C.A.				
Admn. (HQ)				
Secretary				
CCF				
CTP				
C.E.				
S.A.				
L.R.				
Others				
Total				

- viii) The reminders should be numbered as reminder No.1 or reminder No.2 etc. as the case may be. However, the concerned official to whom the reminder is marked for disposal shall immediately put up the same to the Head of the office as soon as a 3<sup>rd</sup> reminder is proposed to be sent/received. This will be applicable for HQs as well as Field Offices.

Above instructions should be complied with immediately failing which displeasure note/notice under the signatures of Chief Administrator shall be sent to concerned officials.

This issued wit the approval of Chief Administrator.

Sd/-  
(M. Sharma)  
Secretary,  
for Chief Administrator, HUDA,

Panchkula.