

No. PA/CEO/2021/25

Dated:16.03.2019

ORDER

Standing Operating Procedure (SOP) for processing applications (PUCs)

1. During the review of pending applications on 02.03.2021, it was observed that for some of the AOs/SOs, the term 'disposal of application' means communication of the deficiencies to the applicant. According to them, once a deficiency letter is issued, the application is disposed from their side and further action is to be taken as and when the deficiencies are removed by the applicant. Hence for them, disposal of an application means either allowing the request or issuance of deficiency letter. There is no time limit for removing the deficiencies and these officers are not aware about the cases where the deficiencies are yet to be removed by the applicants, may be for last many years.

2. However, in case of other AOs, after communicating deficiencies, few reminders are issued and finally a letter is sent with clear mention that incase of non-removal of deficiencies within the specified period, the application will be closed. Hence for them disposal means either allowing the request or its rejection. These officers are aware about the cases where deficiencies are yet to be removed by the applicants.

3. The process as per para- 1 above does not seem appropriate and accordingly the process as per para-2 need to be followed. Hence all the AOs/SOs to comply with the following Standard Operating Procedure (SOP) while processing the applications:

- i. The application needs to be scrutinized/examined properly during the publication period itself.
- ii. After the publication period, in case the application is in order, then the same may be allowed with the approval of the competent authority. All out efforts to be made for adhering to time-line as per the Right to Services Act.
- iii. In case there are some deficiencies then the same to be communicated to the applicant, in a single go, with a clear advice to remove the same within a specific time period. Conveying the deficiencies in piece meal manner is not permitted. The deficiencies can be communicated during the publication period also.


16/03/2021

- iv. In case the deficiencies are not removed within the specific time period as per (iii) above, reminder with specific time period to be issued. In case the AO/SO is convinced about genuine reasons/complexity of the matter, additional reminder(s) may be issued.
 - v. In case deficiencies are still not removed within the specified time-period as per (iv) above, a final letter be issued that the application will be closed/rejected, if the deficiencies are not removed within the specific period.
 - vi. Once an application is closed/rejected, the applicant will be required to apply afresh with applicable charges.
4. None of the communication as per para-3 should be issued without specific time-period for removal of deficiencies/compliance. In any case, the specific time period should not be less than 15 days.
5. Status of all the pending PUCs with reasons of pendency should be updated on the website on quarterly basis.

 16/03/2021
(Yashpal Garg, IAS)

Chief Executive Officer, CHB

To,

1. Secretary, CHB
2. Chief Engineer, CHB
3. Chief Account Officer, CHB
4. Senior Law Officer, CHB
5. All AOs/SOs, CHB
6. Computer Incharge, CHB to upload on the website

Copy to PS to Chairman for kind information of the worthy Chairman, CHB

 16/03/2021
(Yashpal Garg, IAS)

Chief Executive Officer, CHB