



भारतीय सर्वेक्षण विभाग
SURVEY OF INDIA



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Departmental Order No.J- 60/2158- General Orders Dated 26-02-2026

In order to ensure the expeditious disposal of work, effective monitoring of pending matters, and timely implementation of decisions across all offices of the Survey of India, guidelines on "Monitoring of Timely Disposal" are hereby issued.

The enclosed guidelines outline the responsibilities of Section Incharges and officers regarding timely disposal of cases, fixation of time limits, monitoring of communications received from Members of Parliament and VIPs, handling of Court/CAT cases, management of RTI matters, maintenance and review of periodical reports, oversight of departmental websites, and measures to reduce pendency through special campaigns and designation of Nodal Officers.

In continuation of Departmental Order No.J-59/2158-General Orders dated 23-02-2026, Accordingly, the following order regarding "Monitoring of Timely Disposal" in the offices of the Survey of India is issued for information and strict compliance by all concerned.

MONITORING OF TIMELY DISPOSAL

1.1 Disposal of work:

- (i) The primary responsibility for expeditious disposal of work and timely submission of arrear-and-disposal statements rests with the Section Incharge concerned. To this end, he will inspect the Sections' register and the Dealing Assistants' registers, and take such other action as may be necessary to ensure that no paper or file has been overlooked.
- (ii) The Officer concerned will also keep a close watch on the progress of work in the sections under his control.

Necessary MIS reports are available in eFile to monitor the progress of work.

1.2 Time limits for disposal of cases- Time limits will be fixed for disposal of as many types of cases as possible handled in the office through Departmental instructions. As a general rule, no official shall keep a case pending for more than 7 working days unless higher limits have been prescribed for specific types of cases through instructions. In the situation of a case remaining with an official for more than the stipulated time limit, an explanation for keeping it pending shall be recorded on the note portion by him. The system of exception reporting will be introduced to monitor the disposal of receipts.

1.3 Watch on disposal of communications received from Members of Parliament and VIPs:

- (i) The personal section of each Director will maintain a separate register of communications received from Members of Parliament and VIPs in the form given in Appendix 1.1. The serial number at which a letter is entered in this register will be prominently marked on that letter together with its date of registration.
- (ii) To keep a special watch on speedy disposal of communications received from Members of Parliament/VIPs, each section will;
 - a) maintain a register as in form at Appendix 1.2; and
 - b) mark out prominently those communications finally disposed of by circling the serial numbers in the register in red ink.
- (iii) If for any reason an M.P.'s letter is received by a section without being registered in the personal section of the Director, it should be registered there immediately.
- (iv) On the first working day of each month, each section will submit the register, along with the report in the form at Appendix 1.3 to the Director and register will be returned to the section.
- (v) An illustrative list of VIPs is available at Appendix 1.4

In eFile, utmost importance has been given to deal with VIP cases. Every letter received from VIP is tagged with unique VIP tag and their details are saved automatically. Mechanism for easy tracking and monitoring of VIP letters are also provided in the system.

1.4 Monitoring of Court/CAT cases and implementation of Court/CAT Orders:

- (i) The Legal or Confidential Section or other Section dealing with Court Cases will maintain a separate register of Court/CAT Cases from the date of filing the petition/application in Court/CAT in the form given in Appendix 1.5. The serial number at which a petition is entered in the register will be prominently marked on the petition/application together with its date of registration.
- (ii) To keep a watch on status of Implementation of Court/CAT judgments/orders, each section will:
 - a. maintain a register as in form at Appendix 1.6; and
 - b. mark out prominently those Court/CAT cases finally implemented /disposed of by rounding off the serial numbers of the register in red ink and give date of implementation of Court/CAT orders.
- (iii) On each Monday (on next working day in case of holidays), the section dealing with court cases will submit the register along with the reports in the form at Appendix 1.5 & 1.6 (a) & 1.6 (b) to the Director with the remarks.

1.5 Requests/applications received under Right to Information Act, 2005 (RTI):

The requests/applications received under Right to Information Act, 2005 (RTI) will be dealt with and monitored – including online - by the Assistant Public Information Officer, Public Information Officer, Central Public Information Officer and Appellate Authority as per the relevant provisions contained in the RTI Act - 2005.

1.6 Check-list of periodical reports:

- (i) To ensure timely receipt, preparation and dispatch of periodical reports, each section will maintain two check-lists, one for incoming reports and the other for outgoing reports, in the forms at Appendices 1.7 and 1.8, respectively. All periodical reports will be listed in column 2 of the appropriate check-list in the order of their frequency, weekly reports being entered first, fortnightly reports next, and so on.
- (ii) The check-lists will be prepared at the commencement of each year, approved by the Section Incharge and shown to the Officer concerned.
- (iii) The Section Incharge will go through the check-lists once a week to plan action on items requiring attention during the following week or so. After a periodical report has been received or dispatched the relevant entry in the date column of the appropriate check-list will be circled in red ink.

1.7 Review of periodical reports/returns:

- (i) All periodical reports and returns relating to each Office will be reviewed at the level of Head of the Department every three years with the following objectives;
 - a. to eliminate unnecessary report and returns.;
 - b. to redesign reports and returns which do not provide information/data in usable form;
 - c. to rationalise/simplify the essential ones by combining two or more of them, if possible; and
 - d. to revise the frequency in relation to the need with due regard to constraint of

time required for collection of information/data from field levels.

- (ii) The result of the review during each year will be reported by the offices to the Head of the Department for handling work of IWSU by 7th of April.
- (iii) The Section designated for handling work of IWSU will consolidate the reports received from various offices and submit it to the Head of the Department by 30th April as per item 6 of Appendix 1.9.

1.8 Monitoring of Websites:

The Department's Website is to be updated periodically with data/information in compliance with the Guidelines of Government of India Websites (GIGW) available on the websites of Ministry of Electronics & Information Technology (www.meity.nic.in) and of the Department of Administrative Reforms & Public Grievances (www.darpg.nic.in) . The SoI website www.surveyofindia.gov.in is maintained by the web admin in the Surveyor General's Office. A nodal officer should be appointed in each Directorate for informing the web admin, the changes/updates pertaining to the Directorate.

1.9 Disposal of Pending Matters:

- (i) All the office of Survey of India shall undertake the following actions on a regular basis to reduce pending matters to the minimum possible:-
 - (a) Dedicate three hours every month for the special campaign for disposal of pending matters;
 - (b) Designate Nodal Officers who will be responsible for identification of pending matters and monitoring disposal on monthly basis.

APPENDIX 1.1.
[Para 1.3 (i)]

**Register for keeping a watch on the disposal of communications received from Members
of Parliament/ VIPs**

(To be maintained by Sections concerned)

Sl. No.	Reg. No. & Date	No. and date of communication	Name of M.P.	To whom addressed	Brief Subject	Section	Remarks
1	2	3	4	5	6	7	8

APPENDIX 1.2.
(Para1.3 (ii))

**Register for keeping a watch on the disposal of communications received from
Members of Parliament and VIPs**

(To be maintained by Sections)

Name of Section... ..

Sl. No.	Receipt No. & Date	Director	No. & date of Comm-unication	Name of M.P.	To whom addressed	Subject	Date of acknow- ledgement	File No.	Date of interim reply	Date of final reply	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

APPENDIX 1.3.
(Para1.3 (v))

Particulars of M.Ps./VIPs letters pending over a fortnight

Sl. No.	Name of M.P.	Date from which pending	Brief Subject	Reason for delay	Remarks of Director	Action taken on the remarks in column 6
1	2	3	4	5	6	7

APPENDIX 1.4.
(Para1.3 (iv))

Illustrative list of VIPs

1. President
2. Vice President
3. Prime Minister
4. Governors of States
5. Former Presidents
6. Deputy Prime Ministers
7. Chief Justice of India
8. Speaker of Lok Sabha
9. Cabinet Ministers of the Union
10. Chief Ministers of the States
11. Vice Chairman (Niti Aayog)
12. Former Prime Ministers
13. Judges of the Supreme Court
14. Chief Election Commissioner
15. Comptroller & Auditor General of India
16. Ministers of State of the Union
17. Attorney General of India
18. Chief Justice of High Court
19. Cabinet Ministers in States/Chief Ministers of Union Territories
20. Chairman, Minority Commission
21. Chairman, Scheduled Castes and Scheduled Tribes Commission
22. Chairman, Union Public Service Commission
23. President's Office
24. Prime Minister's Office

APPENDIX 1.5.
(Para 1.4(i))

Details of Pending Court /CAT Cases

Sl. No.	Petition/O A No. with date	Name of Court / Bench of CAT	Major issues involved	Date on which Counter Affidavit was filed	Date of filing subsequent affidavits, if any	Present Status of the case	Action Pending if any	Target Date for taking action
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

APPENDIX 1.6. (a)
(Para 1.4.(ii))

Status of Implementation of Court/CAT Judgements

	1	Sl. No.
	2	Petition/ OA No. with date
	3	Name of Court/Bench of CAT
	4	Date of Judgement
	5	Time-frame, if any, given by Court for implementation
	6	Major Issues
	7	Whether the appeal/ review application against the judgement has been filed by Government/ Individual, if so, the date thereof
	8	Status of the appeal/review application
	9	If no appeal etc. has been filed, present status of action taken to implement the judgement
	10	Reasons for delay in implementing the judgement
	11	Whether any contempt petition has been filed for delay in implementation or against the manner of implementation of the judgement
	12	Action Pending if any
	13	Target Date for taking action

APPENDIX 1.6. (b)
(Para 1.4.(ii))

Status of Implementation of Court/CAT Judgements

	1	Sl. No.
	2	Case No. including CP No.
	3	Name of Court/Bench of CAT
	4	Major Issues involved
	5	Directions of Court/CAT in Brief
	6	Time Limit i.e. in months and by which date the Directions of Court/ CAT Orders to be implemented
	7	Whether Appeal/ Stay application was filed (if yes, status thereof)
	8	Reasons for non- implementation/ delayed implementation
	9	Action taken/proposed in contempt case
	10	Time line, if any
	11	Present Status / Pending Action

APPENDIX 1.7.
(Para 1.6(i))

Check list for watching receipt of incoming periodical reports for the year.....

Office of.

Section

Sl. No	Title of the Report & File No.	Periodicity	Due date of Receipt											
			Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

INSTRUCTIONS

1. If the periodicity of a report is more than a month, the prescribed date(s) will be shown under the appropriate months only. For example, if a quarterly report is due on 15th January, April, July and October, only cols. 4, 7, 10 and 13 will be filled by indicating the figure 15 under each.
2. If a report is to be received more than once in a month, two or more entries depending on the frequency of the report will be made in columns 4 to 15. Thus, for instance, fortnight report will require two entries to be made under each month.

APPENDIX 1.8.
(Para 1.6(i))

Check list for Watching dispatch of outgoing periodical reports for the year.....

Office of.....

Section.....

Sl. No	Title of the Report & File No.	Periodicity	Due date of Dispatch											
			Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

INSTRUCTIONS

1. If the periodicity of a report is more than a month, the prescribed date(s) will be shown under the appropriate months only. For example, if a quarterly report is due on 15th January, April, July and October, only cols. 4, 7, 10 and 13 will be filled by indicating the figure 15 under each.
2. If a report is to be dispatched more than once in a month, two or more entries depending on the frequency of the report will be made in columns 4 to 15. Thus, for instance, fortnight report will require two entries to be made under each month.

APPENDIX 1.9.

(Para 1.7)

Report on O&M Activities

Ministry/Department _____

Year ending _____

1. Have the instructions been issued regarding fixation of final levels of disposal of cases and channel of their submission.
If yes, month & year of issue for the first time and subsequent review done. Have these instruction been extended to any new type of cases during reviews.
2. Whether Tel. No. and complete address of Officers signing the communications, are being written.
3. Recording of Files
Total No. of files which are due for recording at the start of the year.
Which became due for recording during the year.
Which were recorded during the year.
Which remained due for recording.
4. Other aspects of Record Management.
Whether indices are maintained for records retained.
Whether Record Retention Schedule is being maintained .
No. of special drives carried out during the year. Files weeded out during the drives .
5. Review of files
Total no. of files
Which were due for review at the start of the year.
Which became due for review during the year. Which were reviewed during the year.
Out of reviewed during the year.
No. of files marked for further retention.
No. of files marked for destruction.
6. Review of periodical Reports and Returns

Total Number	Reviewed	Streamlined/Rationalised by Amalgamation/Reducing Frequency	Eliminated	Currently in Use

7. Position of Pending cases over one year

Period	MP References	Court cases	Others	Total
1-2 Years old				
2-5 Years old				
More than 5 Years				
Total				

8. Annual inspection of Sections

Total number of Sections

No. of Sections inspected during the year

9. Inspection of Record Room (RR) Whether RR was inspected jointly with NAI Total No. of files held in RR

at the start of the year

at the end of the year

Out of the above, No. of files over 25 years old

at the start of the year

at the end of the year

No. of files reviewed jointly with NAI

No. of files transferred to NAI after review.

10. Review/simplification of forms :

Total number of forms in use

Whether Forms Control Committee has been set up. If so, when

No. of forms reviewed and eliminated

No. of forms reviewed and simplified

11. Whether Induction material is maintained

12. Whether Time limits have been fixed for disposal of various types of cases:

13. Whether any O&M study was conducted during the year :

14. Composition of O&M/designated section to handle work of IWS

Officers at the level of	Name and designation	Office Address with Room No., Floor No., Building/Road name etc.	Tele No.
Section Incharge			
Research Assistant			
Investigator			

(Mohan Ram)
Deputy Surveyor General,
For Surveyor General of India
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