

### **Monitoring Mechanism:**

1. Reporting Officer shall be responsible for ensuring that the timeline as mentioned in the SoP is strictly adhered by the dealing officials and the directions of the BoG are complied with letter and spirit. In the event of any failure/lapse action as deemed fit shall be initiated, accordingly, besides the below monitoring mechanism, Reporting Officer to create their own monitoring mechanism / process to avoid delay.
2. An Odd/Even day register shall be opened by each department and entry of each application submitted shall be made and the applicant shall be issued with diary number.
3. Thereafter, the application shall be forwarded to concerned dealing hand for further action. The dealing hand will strictly adhere to the time stipulated in the SOP and process the application after scrutiny etc.
4. All dealing hands shall be provided a copy of timeline a mentioned in SOP.

### **Administrative responsiveness:**

Administrative responsiveness is one of the most important factors for achieving work place satisfaction level. Timely response enhances satisfaction level and creates a sense of certainty. Therefore, time line given in the SoP shall be adhered to the fullest. Non-adherence shall be viewed seriously and repeated failure to dispose of cases in line with the SoP shall be termed willful negligence of his/her duties which shall get reflected in APAR and may attract disciplinary action as deemed fit.