

The norms set by it, for discharge of its functions:-

(a) Administrative matters:- In order to bring about efficiency in administration and to ensure speedy disposal of work, following procedure including channels of supervision and accountability in decision making on the references received from the various quarters i.e. Government and general public is adopted as under :-

- (i) all the references are received in the office and then diarist indicates date of receipt of office diary number and name of the D.A. on the references.
- (ii) The references are then assigned to the concerned D.As.
- (iii) Dealing Assistants deals it on proper file after recording in the Assistant Register maintained by each D.A.
- (iv) Reference(s) / matter than placed for examination before the branch officers through ministerial level officer/ official.
- (v) Some of the ordinary references, which are off inforatory nature and calls for no action, are ordered by branch officers to file such references. There are also some references, which can be disposed off at branch officers level.
- (vi) Rest of the references after proper scrutiny place before the Head of the Department for the final decision.
- (vii) There are certain matters such as amendment in R&P Rules, appointments/recruitments of daily wagers/part time workers and budgetary provisions are referred to the Government for final decision.

Norms or time fixed for disposal of references

(i) All the references according to their nature and importance are divided into three categories viz. Immediate, urgent and ordinary. The time limit for disposal of references in each category at all level fixed in the office manual which is as under :-

Nature of Reference time allowed for dealing	Time allowed for disposal at the level of section officer/Branch officer
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Immediate	2 days	One day at each level.
Urgent	4 days	Two days at each level.
Ordinary	6 days	Three days at each level.

Reference remain unattended/ un disposed off at the end of above time limit are considered as delayed.

(ii) Public Grievances and redressal thereof are dealt with utmost promptness. The branch officers interact with other Departments, Directorates and field offices for ensuring timely action on all matters relating to their Branches/sections including public grievances and complaints etc.

(iii) In no case references be kept pending beyond the above fixed limit. Any delay in disposal of references after the time limit fixed in office manual is treated as negligence of duty/lack of devotion to duty and is liable to be proceeded against under CCS (Conduct) Rules.

(iv) The matter relating to the policy, Rules and regulations are put up to the higher level.

(v) If the duty of the Branch officer concerned keep chasing/following up important matter under correspondence with other Department/ subordinate offices and Government.

(vi) Each branch officer identify the priority areas or thrust are pertaining to his subjects. Such issues are vigorously followed till the conclusive stage is reached.

Legal Matters

Legal references are directly dealt in the legal cell and dealing assistant after scrutinizing the case submit the same before the Head of Department through concerned Branch Officer.

B. Statutory Matters.

- (1) Registration :- Registration of ISM&H paractioners in the Pradesh.
- (2) Audit of all Institutions
- (3) Inspections of the Institutions.
- (4) Settlement of the Departmental disputes / inquiries.
- (5) Appeal, Review and Revision.