

**MINISTRY OF DEFENCE**  
(Office of JS & CAO)

**OFFICE ORDER**

**Sub : FIXATION OF MAXIMUM NUMBER OF DAYS FOR DISPOSAL OF VARIOUS TYPES OF CASES**

1. General instructions regarding disposal of various types of cases in Govt Depts already exists under **Chapter XI** 'Check on Delays' in the Manual of Office Procedure (MoP). However, **Para 60** of the MoP emphasises that each Ministry / Department should fix time limits for disposal of as many types of cases as possible handled in the Department through departmental instructions.

2. In accordance with **Para 60** of MoP and to streamline the existing practice of disposal of cases in Adm division of CAO's office, it has been decided to lay down norms for disposal of different cases / requests / applications on a time bound manner under normal circumstances. The under mentioned nature of cases have been considered feasible for the purpose of timely disposal / finalization of cases / requests / applications received from officers / members of staff:-

<u>Sl No.</u>	<u>Subject</u>	<u>Time Limit for Disposal (working days)</u>
1.	Grant of Advance / Withdrawal from GPF	03 Days
2.	LTC Advance (Adm Entry)	02 Days
3.	LTC Final Claim (Adm Entry)	05 Days
4.	Forwarding of Application for outside posts	01 Day after CCA approval
5.	Forwarding of Application for type test	02 Days
6.	Forwarding Application for Allotment / Possession of Govt Accommodation	02 Days
7.	Application for CGHS card ( New / Renewal)	02 Days
8.	Opening of Service Book on New Apptts (including all Nominations, NPS form etc.)	10 Days
9.	NOC for Passport	15 Days
10.	NoC for Visiting Abroad	15 Days
11.	Medical Reimbursement claim under Delegated Powers	05 Days
12.	Sanction of Medical Advance under Delegated Powers	03 Days
13.	Grant of Permission under Conduct Rules	As prescribed under Conduct Rules
14.	Change of Home Town for LTC recorded in Service Book	03 Days
15.	Issue of LPC on Transfer	07 Days
16.	Permission to Undertake Higher Study or Course	05 Days
17.	Fixation of Pay on Promotion	15 Days
18.	Leave Applications	15 Days

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19.	Payment of Pay and Allowances	On due date
20.	Sanction of Hindi Awards and Special Increments	05 Days
21.	VVIP / VIP Reference	07 Days
22.	Parliament Question Starred and Unstarred	05 Days or on demand whichever is less
23.	Preparation of Bill for Leave Encashment on LTC	03 Days

**Note :** The cases where final disposal is dependent upon various clearances from other offices, processing of the case must commence immediately.

3. All officers and staff are requested to furnish their applications / requests complete in all respects so that their requests may be disposed of within the time limit mentioned above. In case of delay, they may kindly bring the matter to the notice of the SAO / Dy Dir of concerned Adm Section

4. This issues with the approval of JS & CAO.



(Dr. S.K. Mishra)  
Dy CAO (Admin)  
For JS & CAO

31 Jul 2018

All AO's of Admin Division  
All Branches/Dtes of Army HQ & ISOs  
(through Admin Sections)

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1. Sr. PPS to JS & CAO : for info.
2. PS/PA to Directors : for info.
3. All Dy CAOs : for info.
3. CAO/EDP : for uploading on CAO's website.