

Directorate of Medical Education & Research, Punjab
Chandigarh

(Manual – 8)	Procedure followed in Decision Making Process	<p>All procedures are carried out as per Punjab Civil Services Rules manual and Punjab Finance Rules.</p> <p>Receipt of Dak, acknowledgment and Distribution</p> <p>Below given is the responsibility matrix for the handling of Dak</p> <p>Responsibility</p> <p>A. Diary dispatch section B. Physical distribution channels C. Officers/ Administrative Secretary/ IT Assistant to Administrative Secretary/ Head of the Department D. Special Secretary/ Additional Secretary/ Joint Secretary/ Deputy Secretary/ Under Secretary E. Supervisors/ Desk Officers/ Superintendents</p> <p>F. Assistants</p> <ul style="list-style-type: none"> • The junior assistant will put up all Dak received from the central registry along with any other communications received directly in the section to section officer. • The section officer will select and hand back to the junior assistant, Dak of an ephemeral nature which need not be put up to the desk officer / under secretary after marking them to dealing hand or noting instructions for their disposal; • Select those Dak which do not pertain to his section and indicate thereon the sections to which they pertain; • Mark the other 'Dak' to the case worker and put up the Dak to the branch officer in special Dak pads. • Section officer will enter in his computer action taken on important receipts to monitor its progress. <p>Actions</p> <ul style="list-style-type: none"> • Branch officer, i.e., under secretary, in charge of the branch, deputy secretary or any other higher officer to whom Dak are submitted should give directions, wherever necessary, as to the line of action which he would like the section to take. In important cases where he is expected to deal with a Dak himself, he should ask for the file to be put up to him with relevant papers. Deputy Secretary will personally deal with as many of
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		<p>the receipts submitted to him as may be possible. Receipts on which no special instructions are necessary will be merely initialed in token of the officer having seen them.</p> <ul style="list-style-type: none">• The section officer will see whether any of the receipts are of a difficult nature or present any special features, which require his personal attention. He will deal with such receipt himself or give special instructions to the dealing hand as may be necessary. <p>3.5. Timely disposal and spotlighting delays</p> <p>The disposal of the matter is as per the norms and it is endeavor to stick to the time norms for disposal of the PUC's received after taking the same to the appropriate authority as per the standing orders. However in case of urgent matters, the PUC is dealt promptly. The Minister Incharge of the Medical Education and Research can call any of the files which he desires in public interest and advice, direct or give oral instructions and give directions to the department as per the policies of the Government.</p> <p>Channels of Submission of cases</p> <p>Section officer Joint Director Director Secretary Principal Secretary Minister</p>
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