

ALL INDIA INSTITUTE OF MEDICAL SCIENCES

Ansari Nagar, New Delhi-29

No.F. 40-40 (ii)/2024 (CAO)Estt.-I

Dated: 28.05.2024

OFFICE ORDER

Subject: Standard Operating Procedure (SoP) / Time Frame for handling Employee Service requests by the Administrative Branch/Establishment Section at AIIMS, New Delhi - reg.

A Standard Operating Procedure (SOP) has been established to manage Employee Service requests within the Administrative Branch/Establishment Section at AIIMS, New Delhi to enhance transparency, efficiency, and accountability in administrative processes. The details are outlined below:

S. No.	Type of Service Matter	Timeframe to Employee-Requests must be submitted in advance and reach the Establishment Section	Timeframe for Processing and Disposal by the Establishment from the date of receipt of the request	Remarks, if any
1.	Leave	15 days	7 days	---
2.	LTC	15 days	7 days	--
3.	Personal Foreign Visits	4-6 Weeks	15 days	--
4.	No Objection Certificate (NOC) for applying to another organization for direct recruitment posts.	15 days	7 days	--
5.	No Objection Certificate (NOC) for applying to another organization on deputation.	15 days	7 days	--
6.	NOC for higher studies	15 days	7 days	--
7.	NOC for appearing in entrance examination of various posts/courses	15 days	7 days	--
8.	NOC for Acquiring/renewal of Indian Passport /Visa etc.	10 days	7 days	--
9.	Study Leave	30 days	15 days	--
10.	Experience/Service Certificate	10 days	7 days	--
11.	Permission for participation in various academic activities in India	15 days	7 days	--
12.	Permission for participation in various academic activities in Abroad	One month	15 days	--
13.	Annual increment	--	15 days	From the date of annual increment is due.



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14.	Stepping Up of Pay	--	30 days	From the date of receipt of such request.
15.	Fixation of Pay	Option within one month of promotion/ financial upgradation under MACP	30 days	From the date of receipt of option for fixation of pay.
16	Unauthorized absence	--	3 days (for NTP) 7 days (for recall notice)	Immediately process for NTP and further recall notice
17	Subsistence Allowance	1 st of Month	3 days	--
18	Advance from GPF	--	3 days	--
19	Property Transaction	Prior intimation for any acquisition/ disposal of property	7 days	--
20	Grant of Pensionary Benefits (Pension /commutation of pension /gratuity /leave encashment/LIC claim etc.	As per Annexure-I	As per Annexure-I	--
21	Resignation	One or three months, depending on the employee's service conditions	30 days	With completion of required formalities, including service verification, payment of outstanding salary and allowances for the notice period, and vigilance clearance etc.
22	Voluntary Retirement	Three months	30 days	With completion of required formalities, including service verification, payment of outstanding salary and allowances for the notice period, and vigilance clearance etc.

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23	Composite Travel Grant on retirement	Within one year of retirement	10 days	--
24.	Death Notification in case of an Institute employee	--	3 days (from the date of receipt of information)	--
25	Family Pension & other benefits to the family of deceased employee	--	Family Pension/Death Gratuity etc-10 days from the date of receipt of Pension Paper Leave encashment-7 days. LIC claim-7 days Final No Demand Certificate-10 days	--
26	MACP Cases	--	30 days	To ensure timely financial upgradation under MACP, initiate the process obtaining APAR/Vigilance clearance etc., two months before the employee completes the required service tenure.

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27.	Particular verification received from Recruitment Cell for promotion	--	7 days.	From the date of receipt of such request from Rectt. Cell etc.
28	Incentive for Hindi	--	7 days.	--
29.	References of Staff Union/ Association etc.	--	15 days.	--
30.	Ministry Reference	--	7-10 days	--
31	Reference received from other organizations for certain information	--	15 days	--
32	Representations/complaint on service of any other matters	--	15 days	--
33	Disciplinary cases/proceedings	As per DoPT/ Government of India Guidelines.	As per DoPT/ Government of India Guidelines.	--
34.	House Building Advance	--	30 days	All formalities for processing priority HBA request for eligible employees should be completed within the designated timeframe in case any additional time is required to complete formalities, the same may be brought to the notice of the authority concerned.
35	Personal Computer Advance	--	15 days	--

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36	Confirmation	--	Quarterly Cases of confirmation failing within a quarter may be processed in the following month after the quarter's completion	The confirmation process for an employee should begin one month before the completion of their probation period.
37	RTI Request	--	As per the schedule under RTI Act, 2005.	--
38	Misc. Works of service matter (Date of Birth change, Name change, deletion/addition of name in EHS Facility/Change of Home town	07 days	10 days	
39	Other Misc. Work	15 days	10 days.	

The Administrative in charge of the concerned section is accountable for executing the SOP to manage the service matters of their respective employees, with reference to their service files. In the event of delays in processing a matter, they are authorized to conduct an investigation to assign responsibility and take suitable action based on the circumstances of the case.

For Incomplete Requests: If any deficiencies are identified in a request, the dealing hand must promptly inform the concerned employee. Once a complete request is received, it will be processed according to the established timeframe.

For Difficulties: Should the dealing hand encounter challenges in addressing an issue, they are required to escalate it to their immediate superior.

File Disposal: The responsible dealing hand and/or immediate superior must ensure that files requiring senior official approval are processed through the appropriate channels and disposed of promptly. If a file gets stuck at any level, they are responsible for following up with the relevant authority to ensure its timely disposal.

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To monitor workflow efficiency, Weekly Arrear Reports are utilized to track the number of receipts received, work completed, and pending tasks by each dealing hand. Sr. Administrative Officers (Sr. AOs), Administrative Officers (AOs), and Assistant Administrative Officers (AAOs) are mandated to initiate and analyze these reports.

For Vigilance/legal clearance and clearance from the Women's Cell, the concerned administrative in-charge may expedite the provision of clearances to facilitate the timely processing of cases requiring such approvals.

In case of delays faced by an employee in processing their request, they may approach the respective Sr. Administrative Officer, Administrative Officer, or Assistant Administrative Officer. If the issue persists after contacting these personnel, employees have the option to seek assistance from the Chief Administrative Officer on any working day.

In view of the above, it is requested to kindly bring the above notice of all working under them for information and compliance.

A Hindi version of this notice will follow.



(B.S.GILL)

Chief Administrative Officer (Officiating.)

Encl. As above

To,

1. Sr. Administrative Officer (Estt.(DO)/Faculty Cell, AIIMS, New Delhi
2. Administrative Officer - (Estt.(DO)/Hospital/CNC/Dr. R.P.Centre/CDER/NCI, Jhajjar/JPNATC/Research/Legal Cell/Vigilance Cell.
3. Asstt. Administrative Officer - (Dr. BRA, IRCH/B&PS/MCH/NCA/Surgical Block/NDDTC)

Copy to:

- 1) The Dean (Academic/Research/Examination Section)
- 2) All Chief of Centres,/Head of the Deptt. /Sections/Unit, AIIMS, New Delhi
- 3) PPS to Director/ Addl. Director (Admn.)/MS/Sr.FA/Dy. Secy/SE/CSO, AIIMS, New Delhi
- 4) The Computer Facility - with a request to upload this on the official website of the Institute
- 5) The Sr. Hindi Officer - with a request to provide the Hindi version for the same for uploading on the AIIMS website.
- 6) All Associations/Unions

RETIREMENT BENEFIT OF PENSIONER

Sr. No.	Administrative Action	Time frame	Action to be taken by
1.	Retirement notice may be notified by the respective Establishment Section and handed over to the retiring employee alongwith the pension papers.	Before 6 month from the date of retirement	By concerned Establishment Section
2.	Legal clearance, vigilance clearance and service verification may be sought from respective department after the issuance of retirement notification of the retiring employees.	within 15 days from the issuance of retirement notice	By Concerned Establishment Section
3.	Employees should verify his service book after issuance of retirement notice and submit the following documents alongwith pension papers: a) Joint account photocopy of SBI Passbook; b) Four (4) attested joint Photographs; c) Society Clearance Certificate; d) Photocopy of PAN Card; e) Photocopy of Aadhar Card; f) Last pay Slip; g) Age Proof Certificate of spouse. In case of any discrepancy in documents, the concern may be informed personally to notify the same.	within 15 days from the issuance of retirement notice	By retiring Employee
4.	No dues may be collected from the concerned department. If those department does not submit the no dues, then the responsibility will be of that department only. If, no demand certificate will not received from the concerned department then it will be assumed that nothing is due against the retiring employee.	After 10 days from the date of retirement notice, a reminder may be sent to the concerned section/ department from which no such due not received to provide the same within five days and in case no due is received from concerned section, we may further proceed to issue final no demand.	By Concerned Establishment Section
5.	Respective Establishment Section may put up file for gratuity/Pension commutation	Before 2 month from the date of retirement	By concerned Establishment Section
6.	Finalisation of Pension/ Gratuity/Commutation of Pension	Within 2-3 weeks after Pension paper received in pension cell after authorize by CAO	Pension Cell
7.	Respective Establishment Section may put up file for leave encashment	In the last week of the month of retirement of employee	By concerned Establishment Section
8.	Payment of Leave Encashment	Within 10 days after received from Administration	By Accounts Section
9.	LIC papers may be sent to GSLI Cell	Within 15 days from the date of retirement	By concerned Establishment Section