



भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण (पत्तन, पोत परिवहन और जलमार्ग मंत्रालय, भारत सरकार)

मुख्यालय: जलमार्ग भवन, ए-13, सेक्टर-1, नोएडा-201 301 (उ०प्र०)

INLAND WATERWAYS AUTHORITY OF INDIA

(Ministry of Ports, Shipping and Waterways, Govt. of India)

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File No.: IWAI-12035/41/2025-ADMIN RECTT (C. No. 376440)

Date : 14.09.2026

OFFICE MEMORANDUM

Subject : Instructions for disposal of file – reg.

In pursuance of Ministry of Ports, Shipping and Waterways letter No. A-43015/4/2022-Estt.I (e-351278) dated 24.08.2026, it is to inform to all the concerned that as per Central Secretariat Manual of Office Procedure (CSMOP) issued by Department of Administrative Reforms and Public Grievances, the channel of submission defines the specific path and maximum number of hierarchical levels (not exceeding four), a file must traverse for decision making.

2. Accordingly, the Competent Authority has directed that the following instructions be adhered to for expeditious disposal of files:

- i) Channel of submission for file disposal in organisations should be restricted to 4 levels. It means that the file should not travel to more than 4 officers for a decision.
- ii) Each level should dispose the file at their level in less than 5 days.
- iii) The loop of file should be completed within 10 days. It means that file must reach the initiator of the file within 10 days from the date of initiation.

3. All Wing Heads and Officers-in-Charge of Regional Offices and Sub Offices shall ensure strict adherence to the above instructions and ensure that the channel of submission does not exceed four levels (including consultants), with a view to enhance the efficiency in decision-making and expediting disposal of files.

4. All Wings at Head office and Regional/ Sub offices to prepare the channel of submissions restricted to four levels by categorising officers/ staff along with works into four channels. The methodology of putting up the ToR to the next level officer to be formulated by the respective wings and submitted to administration by 18.09.2026.

5. The under mentioned Officers/ Officials have been nominated as Nodal Officer/s for furnishing the requisite information to the Ministry every Friday in the prescribed format:

- a) Sh. Santosh Rai, Programmer Cum System Analyst (PCSA), IWAI Noida
- b) Smt. Sugandha Bhatia, Electronic Data Processing Assistant, IWAI Noida – in absence of Sh. Santosh Rai.

This issues with the approval of the Competent Authority.

(Neeraj Singh)

Assistant Secretary (A&E)

Email : nsingh@iwai.gov.in

Phone No.: 0120-2474050

14.09.26

Copy to (By E-mail):

- i. CE (Tech)/CE (JMVP)/ CE (T&L & NER)/ CE (P&C)/ Hydrographic Chief /Chief Accounts Officer/ Director (P&C)/ Director (RE)/ Director (JMVP)/ Director (Tech) / Deputy Secretary (P&C) / Assistant Secretary (L&H)/ Assistant Secretary (E-II & Trg.) IWAI, Noida.
- ii. Sh. Sumit Nandan, Under Secretary to the Govt. of India, Ministry of Ports, Shipping and Waterways (Email : us.admn-ship@gov.in) – in pursuance of MoPSW letter dated 24.08.2026.
- iii. Director/Director (I/C), IWAI, Kolkata / Guwahati / Patna/ Kochi/ Varanasi/ Bhubaneshwar.
- iv. Officer-In-Charge of Sub Offices, Prayagraj, Sahibganj, Farakka, Swaroopganj, Vijayawada, Dhubri, Dibrugarh, Kollam, Mumbai, Srinagar.
- v. The Section Officer, Ministry of Ports, Shipping and Waterways, Government of India (Email : soiwt1-psw@gov.in) – in reference to letter dated 24.08.2026
- vi. PCSA (IT), IWAI, Noida – for uploading on IWAI website.
- vii. Hindi Cell- for Hindi translation.
- viii. Section Officer (Estt-I/II) IWAI, Noida.

Copy for kind information to (By E-Mail):

PPS/PS/PA to Chairman/ Vice-Chairman/ Member(Fin. – I/c)/ Member(Tech)/ Member (Traffic – I/c)/ Secretary – I/c, IWAI, Noida.

 14.09.26