



सत्यमेव जयते

GOVERNMENT OF PONDICHERRY

MANUAL
OF
OFFICE PROCEDURE
(Revised and Enlarged)

Issued by

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PERSONNEL & ADMINISTRATIVE REFORMS WING
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CHAPTER —I

INTRODUCTION

1.1. *Geographical position of Pondicherry:* The Union Territory of Pondicherry consists of the four erstwhile French Establishments of Pondicherry, Karaikal, Mahe and Yanam. The total area of the Union Territory is 492 sq. km.

1.2. Pondicherry region lies in a semi-circle between 11°46' and 12°3' northern latitude and between 79°36' and 79°53' of eastern longitude. The region as a whole is bounded by the Bay of Bengal on the east and by the South Arcot District of Tamil Nadu on all the other sides. The total area of Pondicherry region is 293 sq. km.

1.3. Karaikal region lies between 10°49' and 11°01' northern latitude and between 79°43' and 79°52' eastern longitude about 150 km. further south of Pondicherry. It is bounded by Bay of Bengal on the east and by Tanjore District of Tamil Nadu on all the other sides. The area of this region is 160 sq. km.

1.4. Mahe region is situated between 11°42' and 11°43' northern latitude and between 75°31' and 75°33' eastern longitude on the Malabar coast. It is bounded by the Arabian sea on the west and by Cannanore District of Kerala State on all the other sides. The entire region covers an area of 9 sq. km.

1.5. Yanam region is situated on the east coast of the Indian Peninsula between 16°42' and 16°46' northern latitude and between 82°11' and 82°19' eastern longitude. The region is bounded on the east and south by River Godavari which discharges into Bay of Bengal and by East Godavari District of Andhra Pradesh on all the other sides. The area of this region is 30 sq. km.

CHAPTER—II

ADMINISTRATIVE SET-UP DURING THE TRANSITION PERIOD

1954-1962.

2.1. Merger of Pondicherry: After almost 300 years of foreign occupation Pondicherry, Karaikal, Mahe and Yanam merged *de facto* with the Indian Union after an agreement reached on 21 October, 1954 between the Governments of India and France. In the year one thousand nine hundred and fifty four on the first November at 6.45 a. m., the Government of French Republic handed over to the Government of the Republic of India the administrative powers in respect of the French Settlements in India. Following the take over of the establishments, the areas comprising the French establishments in India *viz* Pondicherry, Karaikal, Mahe and Yanam were redesignated as “the State of Pondicherry” by the French Establishment (Change of Name) Order 1954 issued by the Ministry of External Affairs.

2.2. Post-merger period: As from 1 November 1954, the Chief Commissioner appointed by the Central Government became the head of the Pondicherry State. He was assisted by a Council of Government of which he was the President. There were six Councillors. All were elected by the Members of the Representative Assembly. The State of Pondicherry (Representative Assembly Decree Amendment) Order, 1955 came into force at once. As from the commencement of this order, the Decree of 25 October 1946 passed by the Government of France instituting a Representative Assembly came to have effect with slight modification *viz.* all references to “Conseil d’Etat, Council of Ministers, Ministry of French Overseas Territory” etc., came to be construed respectively as references to the Central Government and orders made by the Central Government.

2.3. Dissolution of Representative Assembly: In pursuance of the provision of article 32 of the Decree of 25 October 1946 as amended by the State of Pondicherry (Representative Assembly Decree Amendment) Order, 1955, the Government of India dissolved the Representative Assembly of the State of Pondicherry.

2.4. Elections : The State of Pondicherry (Representation of People) Order, 1955 was promulgated in exercise of the powers conferred by sections (3) and (4) of the Foreign Jurisdiction Act, 1947 (XLVII of 1947) enabling this Administration to conduct the elections. The order specified the number of seats as 39 in

the Representative Assembly and as 200 for the Municipalities. Except Pondicherry and Karaikal Communes which had 18 and 14 seats respectively, all the other fourteen Communes had 12 seats each.

2.5. Settlement of outstanding questions: Although *de jure* sovereignty continued to vest in the French Government, provision was made for the constitution of a Joint Commission, consisting of three representatives of each country to consider and settle, all outstanding questions. This Franco-Indian Commission completed its task in six months. On 28 May 1956, the Treaty of Cession was signed at New Delhi by Prime Minister Jawaharlal Nehru on behalf of the Government of India and His Excellency Count Ostrorog on behalf of the Republic of France.

2.6. De Jure transfer of Pondicherry: The year 1962 was a landmark in the history of this Territory. The Treaty of Cession signed on 28 May 1956 at New Delhi was ratified by the French Parliament on 27 July 1962. On 16 August 1962, Pandit Jawaharlal Nehru, Prime Minister of India and Mr. Jean Paul Gamier, French Ambassador in India exchanged the Instruments of Ratification under which France ceded to India full sovereignty over the territory. The same year, the constitutional set-up of the Union Territories was also changed by the Constitution (Fourteenth Amendment) Act, 1962 by which the old article 240 was restored with a slight change as article 239-A. Under this article, Parliament was given power to create a Legislature or Council of Ministers or both for the Union Territories, including Pondicherry. Article 240 was amended to provide that once a Legislature was introduced in Goa and Pondicherry, the President's powers to make regulations for these territories would stand withdrawn. The Fourth Schedule of the Constitution was amended in order to allot one seat for Pondicherry in the Rajya Sabha and the Government of Union Territories Act, 1963 provided one seat in the Lok Sabha.

2.7. Pondicherry (Administration) Act : Following the constitutional change in the status of the establishments, the Pondicherry (Administration) Ordinance was issued by the President on 6 November 1962. The Ordinance was later replaced by the Pondicherry (Administration) Act, 1962. Both the Ordinance and the Act were deemed to have come into effect on 16 August 1962. The Act, *inter alia* provided for the continuance of the existing laws, their adaptation, existing taxes, officers and functionaries etc., until otherwise decided by the competent legislature or authority. The Act also enabled the Government of India to extend to Pondicherry by notification in the Official Gazette, any enactment in force in a State with such restrictions and modifications as it thought fit. Further, it extended the jurisdiction of Madras High Court to Pondicherry

with effect from 6 November 1962 and invested the Madras High Court with jurisdiction formerly exercised by the Cour de Cassation, the Court Supérieur d' Arbitrage and the Conseil d' Etat de France. The Madras High Court issued a notification for regulating the procedure to be followed in respect of the proceedings instituted in the High Court under the Pondicherry (Administration) Act, 1962. In accordance with this Act, the *status quo* in the matter of internal administration i.e., observance of the existing taxes etc. was maintained. The Citizenship (Pondicherry) Order, 1962 was passed by the Government of India on 29 November 1962. Under this order, every French national born in Pondicherry and domiciled therein or elsewhere in India on 16 August 1962 became a citizen of India from that date. Enabling provisions were also made in the same order for those who so wished to opt for French nationality and for the French nationals born in Pondicherry and domiciled on 16 August 1962 in a place outside Pondicherry or India to acquire Indian citizenship.

CHAPTER—III

THE /PRESENT ADMINISTRATIVE SET-UP

3.1. *Developement after De-Jure transfer:* The year 1963 witnessed important changes in the administrative set-up in the territory, following the enactment by Parliament of the Government of Union Territories Act, 1963 which provided for Legislative Assemblies and Council of Ministers in the Union Territories. As far as this Territory, sections 1, 2, 53, 56 and 57 and Schedule II touching upon election to Parliament and President's powers came into force with effect from 13 May 1963 and all the remaining provisions came into force on 1 July 1963. With the enactment of this Act, the decree of 25 October 1946 as subsequently amended instituting a Representative Assembly in Pondicherry, and the decree of 12 August 1947 as subsequently amended relating to the setting up of a 'Conseil de Gouvernement' in Pondicherry and the State of Pondicherry (Representation of the People) Order, 1955 in so far as it related to the Representative Assembly of Pondicherry stood repealed. The territory, however, continued to be under the direct control of the Government of India in the Ministry of External Affairs until 31st August 1964 after which it came under the control of the Ministry of Home Affairs.

3.2. *The Lieutenant-Governor:* The Governor (known as "Commissaire de la Republique" from 30 August 1947) was the constitutional head of all the former French Establishments in India. On and from the 1 November, 1954, when the French Government handed over de facto power of administration of the former French territories to the Union of India, a Chief Commissioner was appointed by the Central Government to be the head of all the French settlements. After the ratification of the Treaty of Cession on 16th August, 1962, Pondicherry was included as a Union Territory in the First Schedule to the Constitution by the Constitution (Fourteenth Amendment) Act, 1962. Thereafter, the Union Territory of Pondicherry came to be administered by the President through the Administrator appointed under article 239 of the Constitution with such designation as the President may specify. The Administrator of the Union Territory of Pondicherry has been designated as Lieutenant-Governor.

3.3. *The Council of Ministers :* The Parliament enacted the Government of Union Territories Act, 1963 which came into force with effect from

1-10-1963 whereunder the Union Territory of Pondicherry was provided with a Legislative Assembly and a Council of Ministers. Under section 18 of the Government of Union Territories Act, the Legislative Assembly of the Union Territory has powers to make laws on all matters enumerated under the State List or the Concurrent List in Seventh Schedule to the Constitution in so far as any such matter is applicable in relation to the Union Territory. This legislative power is without derogation from the powers conferred on the Parliament by the Constitution to make laws with respect to any matter for the Union Territory. Under section 44 of the said Union Territories Act, a Council of Ministers has been provided to aid and advise the Administrator (Lieutenant-Governor) in exercise of his functions in relation to matters with respect to which the Legislative Assembly of the Union Territory has powers to make laws except in so far as he is required by or under the Act to act in his discretion or under any law to exercise judicial or quasi-judicial functions. The Lieutenant-Governor and his Council of Ministers function under the general control and supervision of the President by virtue of section 50 of Government of Union Territories Act.

3.4. *The Legislative Assembly:* (1) The Union Territory's legislature consists of thirty members chosen by direct election. The Central Government is empowered to nominate not more than three persons to be the members of the Assembly. Five seats are reserved for Scheduled Castes. The Legislative Assembly is empowered to make laws for the whole or any part of the Union Territory concerning any of the matters enumerated in the State List or the Concurrent List in the Seventh Schedule to the Constitution without derogation from the legislative powers conferred on the Parliament in respect of the Union Territories. If any law passed by the Legislative Assembly of the Union Territory is found repugnant to the law of Parliament, the law of Parliament alone shall prevail under section 21 of the Government of Union Territories Act, 1963 unless such law made by the Legislative Assembly has been reserved for the consideration of the President and has received his assent. Any such law made by the Assembly would be void to the extent of its repugnancy.

(2) There are certain restrictions on the legislative powers of the Assembly in regard, to financial Bills. No financial Bill or an amendment to such Bill should be introduced or moved in the Assembly except on the recommendation of the Administrator. But such recommendation will not be required for moving an amendment for reduction or abolition of any tax. However, a Bill or amendment which provides for imposition of fines or other pecuniary penalties, demand or payment of fees for licences or fees for services rendered or for the imposition, abolition, remission, alteration

or regulation of any tax by any local authority or body for local purposes, shall not require the prior sanction of the Administrator. But if such Bill involves expenditure from the Consolidated Fund, the recommendation of the Administrator would be necessary.

(3) All Bills passed by the Assembly should be presented to the Administrator who may either give his assent to the Bill or withhold it or reserve the Bill for the consideration of the President. It is open to the President either to assent or withhold assent to the Bill or direct the Administrator to return the Bill with a message requesting the Assembly to reconsider the Bill or any special provisions thereof or consider the desirability of introducing any amendment as recommended by him in his message. Thereupon, the Assembly will have to reconsider the Bill within a period of six months after it is passed by the Assembly and then present the same again to the President for consideration. All Bills pending in the Assembly would lapse on its dissolution but not on its prorogation.

3.5. *Transaction of Government Business:* The President has made rules under section 46 of the Government of Union Territories Act, 1963 for allocation of business to the Ministers and for the more convenient transaction of business with the Ministers, namely, the Business of the Government of Pondicherry (Allocation) Rules, 1963 and the Rules of Business of Government of Pondicherry 1963. The former rules distribute the entire business of the Government among the various departments and offices specified, in the Schedule appended to the said rules. Under rule 4 of the said, allocation rules, the Lieutenant-Governor allocates one or more departments to the charge of a Minister. The Secretary of a department is the official head of department. The latter rules regulate the transaction of business in the various departments of the Government, namely, the matters with respect to which the Council of Ministers is required to aid and advise the Lieutenant-Governor in exercise of his functions and the other executive functions of the Lieutenant-Governor, namely, those functions which the Lieutenant-Governor has to perform in exercise of his discretion and without necessity to act on the aid and advice of the Council of Ministers. The rules of business and the standing orders made thereunder also indicate the classes of files which are required to be submitted to the Ministers and the Lieutenant-Governor and also indicate the specific duties to be performed by specialised departments like Finance Department and the Law Department.

3.6. *Authentication orders:* According to section 46 (3) of the Government of Union Territories Act, 1963, orders and instruments made and executed in the name of Administrator (Lieutenant-Governor) shall be authenticated in such a manner as may be specified in the rules made by the Administrator. In pursuance of

this provision, the Lieutenant-Governor has made the Pondicherry Authentication (Orders and Other Instruments) Rules, 1963. These rules provide that the orders and other instruments made and executed in the name of the Lieutenant Governor shall be expressed to be made in his name and signed by an officer of regular or ex-officio secretariat status of and above the rank of Under Secretary or others specifically authorised to authenticate such orders.

3.7. Execution of contracts : Section 55 of the Government of Union Territories Act further provides that all contracts in connection with the administration of a Union Territory are contracts made in exercise of the executive power of the Union and all suits and other proceedings in connection with the administration of a Union Territory shall be instituted by or against the Government of India. Thus, all contracts in connection with the administration of the Union Territory shall conform to the requirements of article 299(1) of the Constitution. The Ministry of Law have notified in G.S.R. 585, dated 1 February, 1966 the officers who may execute the contracts and assurances of property made in exercise of the executive power of the Union in the territories under the administration of the Lieutenant-Governor, Pondicherry. This notification as amended from time to time should offer guidance in the matter of execution of contracts in connection with the administration of the Union Territory of Pondicherry.

3.8. References to the Government of India : (1) In as much as the Union Territory is administered by the President through the Administrator, references to the Government of India is an important aspect in the transaction of the Government business. Under the Government of Union Territories Act, 1963 and the Rules of the Business of the Government of Pondicherry framed thereunder, certain matters are required to be referred to the Central Government. Such matters can be broadly classified as legislative matters, service matters, budget, financial and other matters.

(2) In the Legislative field, section 25 of the Government of Union Territories Act, 1963 provides that when a Bill has been passed by the Legislative Assembly it shall be presented to the Administrator and the Administrator shall reserve the Bill for the consideration of the President. The second proviso, the said section 25 enumerates the type of Bills which shall not be assented to by the Administrator but shall be reserved for the consideration of the President. Further more in order to ensure that the legislation proposed by Union Territories does not conflict with the general policy of the Central Government and with a view to making available, the accumulated experience of Central Government in drafting of the Bills etc.,

at an early stage, provision has been made in the rule 56(1) of the Rules of Business of the Government that proposals for legislation affecting certain important matters shall be referred to the Central Government. Such a reference should be made before the introduction of the Bill in the Legislative Assembly and should be addressed to the Ministry of Home Affairs who will consult the Ministries concerned with the subject matter of the proposals and communicate the views of the Central Government. There is also a provision in rule 49 of the Rules of Business authorising the Administrator to refer any draft Bill to Central Government for advice. In regard to such Bills also the procedure indicated above should be followed.

(3) With certain exceptions, persons serving in connection with the administration of the Union Territories are governed by the rules and orders applicable to other Central Services but officers of All India Services are governed by rules of the service to which they belong. Powers have been delegated to the Administrator under these rules. The Administrator is empowered to make rules to regulate recruitment and promotion to, and probation, confirmation and seniority in Group-A, Group-B, Group-C and Group-D posts. The Administrator is also competent to make appointments to all posts but have to get the approval of the Central Government in regard to certain appointments referred to in rule 56(2) of the Rules of Business. In the matter of scales of pay, the central scales of pay apply.

(4) Under section 27 of the Government of the Union Territories Act, 1963, the Annual Financial Statement has to be laid before the Legislative Assembly with the previous approval of the President. As required under the Rules of Business, the form of Annual Financial Statement and Demands for Grants have been prescribed by the Central Government and forwarded to the Union Territories. Instructions regarding the preparation of Revised Estimates and Budget Estimates have also been issued to the Union Territories.

(5) Sanctions involving expenditure from the Consolidated Fund of the Union Territories (including administrative approval to works) will be issued by the Administration. But in regard to matters which are beyond the powers delegated to the Administrator, such sanctions should be issued only after the proposal has been referred to the concerned Ministry of the Central Government and approved by it *vide* rules 56(2) and 58 of the Rules of Business. In regard to technical sanctions to works, matters which are beyond the powers delegated to the engineering officers of the Union Territory will be referred to the concerned engineering officers of the Central Government for approval. Orders which the State Governments are competent to issue, in exercise of powers vested in them under various statutes, unless such powers

are delegated to the Administrator of the Union Territory and also Orders involving relaxation of service rules in respect of which the Administrator has no delegation, will be issued by the concerned Ministries of the Central Government.

(6) The Rules of Business specify certain matters in respect of which a prior reference is to be made to the Central Government. It is obviously impossible to lay down any rigid principle in regard to matters not so specified, It is, however, necessary that prior reference should be made to Government of India in respect of any action proposed to be taken if the matter is an important one of policy or it otherwise of intrinsic importance or of general interest or likely to be raised in Parliament.

3.9. Committees of the Assembly :At the commencement of the first session after each general election and thereafter before the commencement of each financial year or from time to time when the occasion otherwise arises, different committees for specific or general purposes are either elected or constituted by the House or nominated by the Speaker. The chairmen of these committees are either appointed by the Speaker or are elected by the committees from amongst the members. These committees may in turn appoint one or more subcommittees, each having the powers of the undivided committee, to examine any matter that may be referred to them. The reports of such sub-committees will have the same merit as the report of the whole committee if approved at a sitting of the whole committee.

3.10. Business Advisory Committee : The Business Advisory Committee nominated by the Speaker consists of not more than six members including the Speaker and the Deputy Speaker, with the Speaker functioning as the ex-officio Chairman of the Committee. The committee recommends the time to be allocated for the discussion of Government Bills or other Government business as the Speaker may refer to the committee in consultation with the Leader of the House. The committee will also have such other functions relating to the business of the House as may be assigned to it by the Speaker.

3.11. Committee on Public Accounts: This committee consisting of not more than nine members is elected by the House. The Finance Minister and the Chairman of the Committee on Estimates are its ex-officio members. The committee examines the report submitted by the Comptroller and Auditor General of India relating to the appropriation accounts, annual financial accounts of the Union Territory or such other accounts or financial matters as are laid before it or referred to it or which the committee deems necessary to scrutinise. The recommendations of the committee are placed before the Legislature.

3.12. *Committee on Estimates* : This committee consists of not more than nine members elected by the House from amongst its members. The Finance Minister and the Chairman of committee on Public Accounts are its ex-officio members. It is the responsibility of this Committee to recommend ways to effect economy and improvements in the administration consistent with policy underlying the estimates to suggest alternate policies in order to bring about efficiency and economy in administration, and to examine as to whether the money is well laid out within the limits of the policy implied in the estimates and to suggest the form in which the estimates shall be presented to the Assembly.

3.13. *Committee on Government Assurances*: This committee consists of not more than six members nominated by the Speaker. Its responsibility is to report to the House the extent to which the assurances given by the Ministers on the floor of the House are implemented and within the minimum time necessary for the purpose.

3.14. *Select Committee*: An eight-member Select Committee is constituted by the House whenever a motion that a Bill be referred to a Select Committee is made and agreed to. The committee consists of the Minister-in-charge of the Bill or the Member in-charge of the Bill as well as six members, as the case may be, of the Assembly to be elected by the method of proportional representation by means of the single transferable vote. The Select Committee will be called upon to submit the report within a stipulated time limit.

3.15. *Committee on Privileges* :The rules provide for a Committee on Privileges consisting of six members including the Deputy Speaker who will be the Chairman of that Committee. All issues of breach of privilege either of a member or of the House or of a committee are referred to this committee for its report.

3.16. *Other Committees*: The members of the Committee on Petitions and the Committee on Delegated Legislation not exceeding six members in each are nominated by the Speaker. The six-member Rules Committee includes the Speaker and the Deputy Speaker besides others.

3.17. *The consolidated Fund of the Union Territory* :The Consolidated Fund of the Union Territory was constituted on 1 July 1963 as determined by the Government of India. This Fund consists of all revenues received in a Union Territory by the Government of India or the Administrator of the Union Territory with regard to any matter within the legislative competence of the Legislative Assembly of the Union Territory, all grants made and all loans advanced to the Union Territory from the Consolidated Fund of India and all moneys received by the Union Territory in repayment of loans.

(2) The following expenditure is charged on the Consolidated Fund of the Territory:

The emoluments and allowances of the Administrator and the expenditure of his office as may be determined by the President by general or special order; salaries and allowances of the Speaker and the Deputy Speaker of the Assembly; charges payable in respect of loans advanced to the Union Territory from the Consolidated Fund of India, including interest, sinking fund charges, redemption charges and other expenditure connected therewith; and any sum to satisfy the judgment, decree or award of any court or arbitral, tribunal expenditure incurred by the Administrator in the discharge of his special responsibility or any other expenditure authorised by law of the Parliament or the Legislative Assembly of the Territory.

(3) The withdrawal of money from the Consolidated Fund is authorized by Appropriation Acts passed by the Legislature in accordance with the provisions of section 29 of the Government of Union Territories Act, 1963. The custody of the Consolidated Fund of the Territory, the payment of moneys into such Fund, withdrawal of moneys therefrom and all other ancillary matters are governed by the Consolidated Fund of the Union Territory of Pondicherry Rules, 1963 as notified in the Extraordinary Official Gazette of Pondicherry No. 15 dated 1st July 1963 and as amended in the Notification published in the Extraordinary Gazette No. 31 dated 15 March 1969.

3.18. *The Contingency Fund:* The Contingency Fund of the Union Territory is of the nature of an imprest, into which is paid from and out of the Consolidated Fund of the Union Territory, such sums, as may be determined by law made by the Legislative Assembly. The said Fund is held by the Administrator to enable him to make advances out of such Fund, to meet unforeseen expenditure pending authorisation of the Legislative Assembly. The Contingency Fund of Pondicherry Act, 1964 was assented to by the President on 10th April 1964. All matters connected with the payment into and the withdrawal of money from the Contingency Fund and its custody are governed by the Contingency Fund of Pondicherry Rules as notified in the Official Gazette of Pondicherry No. 28, dated 14th July 1964. The amount was increased from Rs. 5.00 lakhs to Rs. 10.00 lakhs by the Pondicherry Contingency Fund (Amendment) Act, 1970 and from Rs. 10.00 lakhs to Rs. 25.00 lakhs by the Pondicherry Contingency Fund (Amendment) Act, 1985.

3.19. Public Account : There is no separate Public Account for the Union Territory of Pondicherry. The transactions of the Union Territory pertaining to the Public Account (which record transactions relating to debt other than those included in the Consolidated Fund, Deposits, and Remittance heads) are in the Public Account of the Central Government.

3.20. Cash Balance : The cash balance of the Union Territory is merged with the general cash balance of the Central Government and is treated as lying with that Government.

3.21. Annual Financial Statement or Budget : An estimate of all anticipated revenue and expenditure of the Union Territory for the coming financial year is presented before the Legislature.

This is known as budget in common parlance. The estimates of expenditure show separately: (i) The expenditure charge on the Consolidated Fund which is not submitted to the vote of Legislature and (ii) Other expenditure which is subject to the vote of Legislature. Expenditure on revenue account deal with the expenditure met from the proceeds of taxation and other receipts classified as revenue. Expenditure on capital account is met initially from borrowed funds with the object of increasing assets or avoiding recurring commitments or liabilities. Expenditure on revenue account is always distinguished from expenditure on capital account.

3.22. Demands for Grants: Revenue and capital expenditure are covered by separate heads of accounts and separate demands are moved for them. A demand voted by the Legislature cannot be exceeded by the Executive. However, it is within the competence of the Executive to vary the appropriations under the different sub-heads according to the requirements of the year without exceeding the total of the grant.

3.23. Appropriation Act : The Appropriation Act which is passed by the Legislature, authorises the drawal of moneys from the Consolidated Fund of this Union Territory to meet the grants already voted and the expenditure charged on the Consolidated Fund.

3.24. Supplementary, Additional or Excess Grant: A supplementary, additional or excess demand is presented to Legislature when the amount already granted for a particular service is found insufficient or it is found necessary to incur expenditure upon some service not originally contemplated or to obtain sanction of the Legislature towards unforeseen expenditure met from the Contingency Fund.

3.25. Procedural Rules : The procedure for the preparation of the budget, the distribution of sanctioned grants amongst the controlling authorities, obtaining additional funds, re-appropriation and allied matters is laid down in the General Financial Rules, 1963.

3.26. Comptroller and Auditor General : (1) The control over the Executive on spending of funds is exercised by the Comptroller and Auditor General of India who is an authority under the Constitution answerable only to the President. The Accountant General, Tamil Nadu, exercising his jurisdiction over the Union Territory of Pondicherry, compiles the accounts in two parts viz. Finance Accounts and Appropriation Accounts and they are examined by the Comptroller and Auditor General of India.

(2) The Audit Report on the Finance Accounts gives an authoritative review of public finances. The Audit Report on the Accounts contains the comments of the Comptroller and Auditor General on regularities and the propriety of expenditure of Government. The reports of the Comptroller and Auditor General are submitted to the Lieutenant-Governor who cause them to be laid before the Legislature.

CHAPTER—IV
SPECIAL MEANINGS

4.1 *Special Meanings*—Special Meanings to be attached to some of the terms used in the Manual are given below:—

- (1) ‘Appendix to correspondence’ in relation to a file means lengthy enclosures to a communication (whether receipt or issue) on the file, inclusion of which in the correspondence portion is likely to obstruct smooth reading of the correspondence or make the correspondence portion unwieldy.
- (2) ‘Appendix to notes’ in relation to a file means a lengthy summary or statement containing detailed information concerning certain aspects of the question discussed on the file, incorporation of which in the main note is likely to obscure the main point or make the main note unnecessarily lengthy.
- (3) ‘Officer’ in relation to a section means the officer who takes the work directly from the section.
- (4) ‘Case’ means a current file or a receipt together with other related papers, if any.
- (5) ‘Central issue section’ means the unit within a department responsible for typing of drafts, comparing of fair copies, preparation of pads for signature and despatch of communication to the addressees and includes functionaries like residential clerk and night duty clerk. In departments where centralised typing pool does not exist in central issue section, this section will be responsible only for despatch of signed communications to the addressees.
- (6) ‘Central receipt and issue section’ means a unit within a department consisting of the central registry and the central issue section.
- (7) ‘Central registry’ means a unit within a department charged with the responsibility of receiving, registering and distributing dak meant for that department and includes functionaries like resident clerk and night duty clerk.

- (8) 'Classified dak' means dak bearing a security grading.
- (9) 'Come-back case' means a case received back for further action such as re-examination or preparing a draft or a summary of the case.
- (10) 'Correspondence portion' in relation to a file means the portion containing 'receipts' and office copies of 'issue' pertaining to the file, including self-contained inter-departmental notes but excluding those recorded on the notes portion of the file itself.
- (11) 'C. R. No.' means a serial number assigned by the Central Registry to dak in the dak register preceded by the code letter identifying the register.
- (12) 'Current file' means a file action on which has not been Completed.
- (13) 'Dak' includes every type of written communication such as letter, telegram, savingram, inter-departmental note, file, which is received, whether by post or otherwise, in any department for its consideration.
- (14) 'Dealing hand' means any functionary such as a lower division clerk, an upper division clerk, an assistant, entrusted with initial examination and noting upon cases.
- (15) 'Department' means any Department, Secretariat and Office mentioned in the Schedule to the Rules of Business of the Government of Pondicherry, 1963.
- (16) 'Departmental index' means a consolidated index of files opened by different sections of a department during a year (except those of a classified nature or those proposed to be retained for less than 10 years) arranged in a single series in the alphabetical order of the catchwords under which they have been indexed.
- (17) 'Departmental instructions' means instructions issued by a department to supplement or vary the provisions of the Manual of Office Procedure.
- (18) 'Diarist' means a clerk within a section charged with the responsibility *inter alia* of maintaining the section diary.
- (19) 'Diarising' means registering of receipts in the section diary.

- (20) 'Diary number' means the serial number assigned to a receipt in the section diary.
- (21) 'Docketing' means making of entries, in the notes portion of a file about the serial number assigned to each item of correspondence (whether receipt or issue) for its identification.
- (22) 'File' means a collection of papers on a specific subject matter assigned a file number and consisting of one or more of the following parts :
- (a) Correspondence
 - (b) Notes
 - (c) Appendix to correspondence
 - (d) Appendix to notes.
- (23) 'Final disposal' in relation to a case under consideration means completion of all action thereon culminating, where necessary, in the issue of final orders or final reply to the party from which the original communication emanated.
- (24) 'Fresh receipt (FR)' means any subsequent receipt on a case which brings in additional information to aid the disposal of the paper under consideration.
- (25) 'Indexing' in relation, to a file means indicating its title under, appropriate catchwords arranged in their alphabetical order with a view to facilitate its location in the event of need.
- (26) 'Index slip' means a card or a paper slip displaying the title of file under a catchword, followed by a reference to its file number.
- (27) 'Issue' means a communication issued in a case.
- (28) 'Issue of draft' includes all stages of action after the approval of a draft ending with despatch of the signed communication to the addressee, e.g., fair typing, comparing, attaching enclosures, preparing pads for signature, preparing covers, making entries in the despatch registers and messenger books, affixing stamps, where necessary.
- (29) 'Messenger book' means a record, maintained in standard form or any other form, of particulars of despatch of non-postal communications and their receipt by the addressees.

- (30) 'Minute' means a note recorded by the Governor, the Chief Minister or a Minister.
- (31) 'Night duty clerk' means a clerk on duty outside office hours who performs the functions of the central receipt and issue section during such hours. The term includes resident clerk also.
- (32) 'Notes' means the remarks recorded on a case to facilitate its disposal and includes a precis of previous papers, a statement or an analysis of the questions requiring decision, suggestions regarding the course of action and final orders passed thereon.
- (33) 'Notes portion' in relation to a file means the portion containing notes or minutes recorded on a case.
- (34) 'Ordinary postal dak' means postal dak for which no specific acknowledgment is obtained by the Posts and Telegraphs offices.
- (35) 'Paper under consideration (PUC)' means a receipt on a case, the consideration of which is the subject matter of the case.
- (36) 'Personal staff' in relation to a functionary means and includes private secretary, personal assistant, stenographer, assistant, clerk or any other clerical staff appointed to assist him as well as the personal section of a Minister.
- (37) 'Postal communication' means a communication despatched by post and includes telegram.
- (38) 'Postal dak' means all dak received through Posts and Telegraphs offices.
- (39) 'Receipt' means dak after it has been received by the concerned section/officer.
- (40) 'Record clerk' means a clerk in a section responsible *inter alia* for typing and maintaining index slips and for looking after routine aspects of recording work.
- (41) 'Recording' means the process of closing a file after action on all the issues considered thereon has been completed and includes operations like completing references, removing routine papers, revising the file title, changing the file cover and stitching the file.

- (42) 'Reference folder' in relation to a particular subject means a folder containing copies of relevant rules, orders, instructions, etc., arranged in chronological order.
- (43) 'Routine note' means a note of a temporary value or ephemeral importance recorded outside the file, e.g., a record of casual discussion or a note on a point of secondary importance intended to facilitate consideration of the case by higher officer.
- (44) 'Running summary of facts' in relation to a case means a summary of the facts of the case updated from time to time to incorporate significant development as and when they take place.
- (45) 'Section' means the basic work unit within a department, responsible for attending to items of work allotted to it. It is generally headed by a Superintendent and includes 'Cell', 'Unit' and other like terms.
- (46) 'Sectional note' means a means recorded on only one of the many issues raised in the PUC.
- (47) 'Superintendent' means an official supervising a section and includes functionaries like Assistant-in-charge/Head Clerk.
- (48) 'Security grading' means security marking 'Confidential', 'Secret' or 'Top Secret'.
- (49) 'Standing guard file' on a subject means a compilation consisting of the following three parts :
- (a) a running summary of the principles and policy relating to the subject with number and date of relevant decisions or orders quoted in margin against each;
 - (b) copies of the decisions or orders referred to arranged in chronological order; and
 - (c) model forms of communications to be used at different stages.
- (50) 'Standing note' in relation to a subject means a continuing note explaining, among other things the history and development of the policy and procedure, designed to serve as :
- (a) a complete background materials for review of the existing policy or procedure ;
 - (b) a brief for preparing replies to Parliament questions or notes for supplementaries thereto; and
 - (c) induction or training material.

- (51) 'Standard process sheet' means a standard skeleton note developed for a repetitive item of work, indicating predetermined points of check or aspects to be noted upon.
- (52) 'Urgent dak' means dak marked 'immediate' or 'priority' and includes telegrams, savingrams, wireless messages and telex messages.

CHAPTER—V

SECRETARIAT ORGANISATION, FUNCTIONS OF SECRETARIAT OFFICERS AND COMMON CATEGORIES OF GROUP 'C' AND 'D' STAFF

5.1. Organisation of the Secretariat: (1) In accordance with the provisions of the Business of the Government of Pondicherry (Allocation) Rules, 1963, the business of the Government has been allocated among its different departments for its convenient and expeditious transaction. A department constitutes the basic unit of the organisation, although it may at times be divided into Divisions or Sections according to the volume of work. A department is responsible for the formulation of the policies of Government within its sphere of responsibility and also for the execution and review of those policies. A department is normally headed by a Secretary, who acts as the administrative head of the department.

(2) A section normally consists of Assistants and Lower Division Clerks supervised by a Superintendent. Each member of the staff of a department is responsible for the work assigned to him. He is also responsible for all official papers and articles belonging to the department which are entrusted to him for his use.

(3) Normally, there will be an Under Secretary in each department. He is the lowest gazetted officer and is in the immediate charge of the department. In a big department, there may be more than one Under Secretary, while two or more small departments may also be placed under one Under Secretary. The next higher level is that of Deputy Secretary. Posting of Deputy Secretary is done on the basis of the nature and volume of work handled in the department. The next higher level is that of the Secretary who is the administrative head of the department. The Chief Secretary, who is the principal Secretary to the Government, controls the functioning of the Secretariat as a whole. He also functions as Secretary to Government for some departments/ offices.'

5.2. Functions of various grades of officers and staff of the Secretariat: The functions and duties of various officers and staff of the Secretariat are indicated below. It should be noted that this is a broad guideline only. A Government servant may be required to do, according to the exigencies of Government business, any work which may be outside the items enumerated below.

5.3. Authority and functions of the Chief Secretary: (1) The Chief Secretary as the Head of the Secretariat organisation acts as Chief Adviser to the Administration. He provides guidance and leadership not only to the officers and staff employed in the Secretariat, but also to the various services under the Administration, in general. His most important role is to secure the coordination and unity of purpose in the Government machinery.

(2) Besides the regular Secretariat functions in respect of the department/offices of the Secretariat under his charge, he is entrusted with the following functions.

- (a) He is the Secretary to the Council of Ministers;
- (b) Responsibility for inter-departmental co-ordination between various departments;
- (c) Liaison and co-ordination work with the departments of the Central Government in this Territory;
- (d) Advises the Government on all policy matters;
- (e) Superintending responsibility over the Secretariat;
- (f) Responsibilities for matters not falling¹ within the categories of subject assigned to other Secretaries;

5.4. Secretary: A Secretary is in charge of one or more than one branch of the Secretariat. He is the Head of his department. He is responsible for the formulation of the policies of Government within its sphere of the responsibility and also for the execution and review of those policies. He is the principal adviser of the Minister concerned on all matters of policy and administration within the department. He is assisted by Deputy Secretaries to Government, Under Secretaries to Government and Heads of Department/offices of the department under his control.

5.5. Deputy Secretary to Government/Under Secretary to Government:

(1) The Deputy Secretary to Government and Under Secretary to Government will be officers who will act on behalf of the Secretary. They will hold charge of the Secretariat Division for disposal of Government business dealt with under their charge. They will be in charge of one or more sections.

(2) Besides, the specific duties that may be allotted to the Deputy Secretary to Government/Under Secretary to Government, by a general or special order of this Administration, the general duties of a Deputy Secretary to Government/Under Secretary to Government are:

- (a) to ensure strict discipline in the section under his charge;
- (b) to ensure that the instructions relating to disposal of Government business are strictly adhered to;
- (c) to receive visitors and see that their requests, complaints and grievances are attended to;
- (d) to be responsible for proper disposal of work in the sections under his charge;
- (e) to go through the work and give directions to the office for its disposal;
- (f) to deal with urgent or important receipts, cases himself and to dispose of as many cases as possible on his own initiative and responsibility, and if need be, to obtain orders of the Deputy Secretary/ Secretary on important cases for the disposal;
- (g) to keep a watch over timely submission of weekly and monthly arrear statements and other returns and scrutinise them;
- (h) to allocate subjects to dealing clerk in the sections;
- (i) to make surprise visits to the section, to check attendance and to make regular quarterly inspection of the sections and to see that the various instructions issued from time to time are strictly adhered to;
- (j) to keep himself acquainted with the moral and conduct of the staff working under him;
- (k) to discuss with the Superintendent from time to time, take measures necessary for expeditious disposal of Government business; and
- (l) to deal with any other work assigned by the higher officers.

5.6. Superintendents: (1) They are in charge of a section. They may be also of the rank of Assistant-in-charge or officials equivalent to rank who are in charge of a section/office.

(2) Besides the specific duties that may be assigned to the Superintendent by general or special orders, their general duties will be:

- (a) to see that the section/office is kept neat and tidy and that files, papers etc., are arranged in an orderly manner;

- (b) to see to the maintenance of discipline and punctuality in attendance of the staff in the section/office;
- (c) to see to the training of the clerks under him:
- (d) to see that the attendance register is maintained correctly and submitted to the officer in due time;
- (e) to maintain an up-to-date allocation of work order among the dealing clerks in the section/office and to see that the work of the section/office is uniformly distributed among the staff in the section/office;
- (f) to make arrangements for the disposal of work entrusted to a dealing clerk during his absence;
- (g) to submit to the officer all receipts and files at dak Stage unless there are instructions to the contrary;
- (h) to keep a careful watch on any held-up in the movements of dak between the section/office and higher officers;
- (i) to mark the receipts in the names of dealing clerks in the section/office and to give directions to the dealing clerks for disposal ;
- (j) to deal with important or complex receipts or cases himself;
- (k) to, scrutinise the notes and drafts of dealing clerks for correctness and accuracy and add his own remarks or suggestion where necessary before submitting the case to the higher officers;
- (l) to deal with such cases himself as may be required by higher officers;
- (m) to give priority marking on dak, draft letters, etc., and to remove or revise such markings as and when necessary;
- (n) to mark a draft for 'issue' after it has been approved and to give priority marking on it, if need be;
- (o) to give special instructions where necessary on the draft as to the manner of its issue e.g. "By Registered Post", "Insured Cover" etc.
- (p) to see that all routine duties including maintenance of Register etc. are carried out promptly and thoroughly;
- (q) to see that all Manuals, Rules, etc., of the section are kept up-to-date by inserting latest correction slips;

- (r) to see that the file numbers for receipts are entered by the dealing clerks regularly in their diary;
- (s) to check the Receipt Register once a week;
- (t) to see to the proper maintenance of the following: -
 - guard file
 - file index
 - file movement register receipt register
 - check list of returns (both inward and outward) all other registers prescribed
 - from time to time
- (u) to see that reports and returns are submitted on due dates;
- (v) to ensure timely submission of fixed date cases, other important cases and papers required by officers by keeping a note in his personal note book, desk calendar of engagement diary and to keep a watch on progress of action;
- (w) to ensure that Sectional Note Book containing important rulings decisions etc., is kept up-to-date;
- (x) to ensure that the arrear statements are compiled timely and accurately;
- (y) to inspect the racks and tables of dealing clerk, at least once a month and satisfy himself that no paper or file actually pending with the dealing clerk is excluded from the arrear statement and that the clerks do not accumulate papers/cases;
- (z) to check that the staff comply with the security instructions and to bring immediately to the notice of his superiors any breach of security regulations.
- (aa) to ensure timely recording of cases and to classify cases into "A" or "B" and arrange their despatch to the record room;
- (bb) to attend to the periodic disposal or destruction of all ephemeral files and papers after obtaining the approval of the next direct officer;
- (cc) to attend to the disposal of all records of the section/office which have crossed the prescribed period of preservation as laid down for each record;

(dd) to examine the list of spare copies and circulars for destruction; and

(ee) to deal with such confidential or other work of the section/office as may be entrusted to him by the officers;

5.7. Assistants: The Assistant works under the orders of the Superintendent and is responsible for the work entrusted to him. The duties of an Assistant shall be:-

(i) to enter all receipts marked to him in his diary and to provide file numbers in the Section Diary for each receipt shown therein within three days of the receipt of such receipts;

(ii) to examine cases in the light of instructions if any given or line of action indicated by the officer;

(iii) to seek assistance of the Superintendent or officer for the disposal of work entrusted to him, in case of difficulties;

(iv) to examine promptly all receipts marked to him and to submit them on the due required dates. Assistants are not expected to take more than five days to put up the cases;

(v) where the line of action on a case is clear or clear instructions have been given by the Superintendent or officers, he should put up a draft without much noting;

(vi) in other cases, he will put up a note keeping in view the following points:

(a) to see whether all facts as are open to check have been correctly stated;

(b) to point out any mistakes or mis-statements of the facts;

(c) to draw attention where necessary to precedents or Rules and Regulations on the subject;

(d) to put up the guard file, if necessary, and supply other relevant facts and figures;

(e) to bring out clearly the question under consideration and suggest a course of action wherever possible;

(vii) to submit to the officer through the Superintendent weekly arrear statements along with details of pending files and papers;

(viii) to maintain reminder diary/call book. It should be checked by the Assistant at the beginning of each working day;

(ix) to take prompt action regarding recording of cases;

(x) to keep papers and files in a tidy condition;

(xi) to comply with the instructions of the Superintendent or any officer;

(xii) to maintain properly the standing guard files and other registers;

(xiii) to attend to such other work as may be assigned to him by the Superintendent or officer;

5.8 Personal Assistants and Stenographers: (1) He should keep the officer free from the worries of a routine nature by mailing correspondence, filing papers, making appointments, arranging meetings and collecting information. He should be skilled in human relations. An officer has to depend on his personal assistant for routine jobs so as to have more time to devote himself to the work in which he has specialised. The personal assistant should earn the trust of his officer for being entrusted with confidential and secret papers. He is the keeper of secrets and an assistant to the officer;

(2) Some of the more specific function are below:

(i) Taking dictation in shorthand and its transcription in the bestmanner possible;

(ii) Receiving all communications brought by hand which are either addressed to the officer by name or marked "Confidential", "Secret", "Top Secret" and all telegrams and wireless message on behalf of the officer;

(iii) Screening the telephone calls and visitors in a tactful manner;

(iv) Fixing up of appointment and, where necessary, cancelling them;

(v) Keeping an accurate list of engagements, meetings, etc., and reminding the officer in sufficient time for keeping them up;

(vi) Maintaining in good order the papers, required to be retained by the officer;

(vii) Ensuring that the matters dealt with by the officer are not lost sight of and are dealt with promptly and in due order;

(viii) Maintaining Telephone Trunk Call Register and verifying call bills;

- (ix) Keeping a note of the movement of files passed by his officer to other officers;
- (x) Keeping track of the progress of the action taken by the officers concerned on important matters as required by his officer;
- (xi) Destroying by burning his stenographic records of classified documents after the communications have been typed and issued;
- (xii) Familiarising himself with the practice and procedure followed in connection with the tours of officers;
- (xiii) Carrying out corrections to his officer's Reference Books; and
- (xiv) Generally assisting the officer in such manner as he may direct.

5.9. Lower Division Clerks (Typists): (1) The following are the duties of L.D.C. doing typing work:

- (i) To type all matters marked to him;
- (ii) To maintain work sheet in the prescribed form;
- (iii) To report to the Superintendent regarding the position of unfinished work at the end of the day and to comply with the instructions of the Superintendent;
- (iv) To observe the instructions issued from time to time for the guidance of typists;
- (v) To observe the following instructions for the upkeep and maintenance of typewriters:
 - (a) Each machine should be thoroughly tested every morning before work commences;
 - (b) The machine should be thoroughly dusted and all surplus oil wiped off and the types cleaned (with type brush);
 - (c) The front and back rails on which the carriage runs should be lightly oiled weekly and kept free from dust;
 - (d) Oil lightly all the type bars at hangers every month ;
 - (e) If rust starts, stop it at once by oiling the parts affected ;
 - (f) Keep the dogs and escapement wheel slightly oiled ;

- (g) Nothing, but the best typewriter oil should be used. Thick typewriter oil clogs the working parts of the machine;
- (h) The typewriter should always be covered when not in use ;
- (i) All types of the machine should be brushed each morning especially the letters a, e, o, b, c, d, g, p and u;
- (j) The “Full stop” and “Comma” are sharp pointed characters and should therefore be hit lightly;
- (k) A paper backing should always be used with single sheet to save the rubber roller ;
- (l) The carriage tension should never be too stiff nor be frequently altered ;
- (m) No screws or other parts of the machine should be opened or interfered with ;
- (n) The typewriter should be lifted by the base from the back and never by any other part. Before lifting, the carriage should be locked in the central position by bringing the margin stops together.

(2) Caution:

- 1. Do not take the machine apart;
- 2. Do not change the adjustment ;
- 3. Do not drop oil on rubber parts ;
- 4. Do not over oil;
- 5. Use the dusting brush and cloth freely but carefully ;
- 6. Adjustments are carefully made by the suppliers and should not be tampered with by the operator ;

5.10. Lower Division Clerk (Diarist or General): The following are the duties of Lower Division Clerks entrusted with the diarising work:

- (i) to place all receipts in the Superintendent table as and when received ;
- (ii) to submit to the officers concerned, files and receipts in ‘Dak Pads’ for perusal at the dak stage, as directed ;

- (iii) to bring to the notice of the Superintendent any papers/cases which are not received back from the officers to whom those papers / cases were sent earlier at dak stage for perusal and return ;
- (iv) to enter receipts/cases in the Section Diary;
- (v) to distribute the receipt/cases to the dealing clerks to whom they have been marked, after obtaining the initials of the respective dealing clerks in the Section Diary itself;
- (vi) to enter file number in column 7 of the Section Diary against each entry ;
- (vii) to bring to the notice of the Superintendent all entries in the Section Diary against which file numbers could not be noted for want of information from the Dealing Clerks ;
- (viii) to maintain File Register up-to-date ;
- (ix) to maintain File Movement Register ;
- (x) to maintain a list of addresses of the staff working in the section/ office ;
- (xi) to prepare monthly indent for stationery articles and to arrange for its collection from the stationery clerk ;
- (xii) to arrange supply of stationery articles to the staff in the section/ office through the Peon/Attendant ;
- (xiii) to ensure proper maintenance of records kept in the section : Indexing and Recording ;
- (xiv) to trace out old files/records as may be required by the Dealing Clerks, with the help of Peon attached to the section/office;
- (xv) to maintain casual leave account of the staff working in the section/ office under the personal supervision of the Superintendent;
- (xvi) to attend to routine typing and comparison work or despatch work as may be required by the Superintendent ;
- (xvii) to deal with routine receipt and files ;
- (xviii) to keep Section/Office Library, if any, in proper order ;

- (xix) to maintain a register of publications received in the section/ office from time to time and to distribute them (including reference books) to the staff/officers as and when required ;
- (xx) to initiate action for preparation of weekly arrears statements and monthly statements of cases pending disposal for over a month ;
- (xxi) circulation of papers among the members of the staff in the section/ office and its recording ;
- (xxii) Correction to reference books; and
- (xxiii) to attend to such other item of work as may be entrusted by the Superintendent or higher officer.

5.11. Attenders: The following are the duties to be performed by an attender:

- (i) To be responsible for proper maintenance of records in the section;
- (ii) To trace out old files/records as may be required by any member of staff in the section/office ;
- (iii) To stitch files/vouchers ;
- (iv) To mend files and records ;
- (v) To collect and distribute stationery to the members of the staff in the section;
- (vi) To see that all tables, records in the section present a neat and tidy appearance;
- (vii) To ensure cleanliness in the section with the help of Peon/Sanitary Assistant;
- (viii) To keep proper account of the articles of furniture etc., available in the section and if any item is removed by other section for any specific purpose, he should ensure that the same is received back in the section and kept at proper place;
- (ix) To attend office ten minutes earlier than the hour prescribed for the office;
- (x) To attend to any other work which may be assigned to him by the Officer/Superintendent/Assistant/Clerks, etc.;
- (xi) He should always come to office in uniform which should be clean and his appearance should be neat and tidy; and

(xii) He should not leave office without permission of the Superintendent.

5.12. Peons: A peon is for general purpose, an attendant and will work as directed by the officer/office in which he works. Some of his important duties are listed out below:

- (i) He should come to office ten minutes earlier than the hour prescribed for the office ;
- (ii) As soon as he comes to office, he should open the doors and windows, unless there are instructions to the contrary. He should dust the tables, chairs, almirahs, windows, bookshelves, file cabinets and other furniture and keep the office room clean and tidy ;
- (iii) He should remove all waste papers etc., for disposal as directed by the officer/section concerned;
- (iv) If he is attached to an officer—
 - (a) he should see every morning that the pencils are sharpened and the pens are cleaned and filled with ink, the dates are changed etc. He should also ensure that other articles like pin cushion, blotting paper holder, pen, scissors, eraser, clips, desk calendar etc., are in their proper places;
 - (b) He should keep slips of paper within easy reach inside the room for use of his officer ;
- (v) He should carry messages, papers, records, files, dak etc., from one officer or office to another with great care so that files do not fall out;
- (vi) He may be required to prepare envelopes, parcels etc., and seal them. He should also arrange records of the office and stitch files etc.;
- (vii) He should not leave office without the permission of the Superintendent under whom he works; If he is attached to an officer he Should not leave office before the officer has left or until he is permitted by the officer concerned to leave early;
- (viii) Before leaving office, he should switch off all lights and fans and close the doors and windows;
- (ix) He should fill up the water jug, bucket, etc., every morning and supply water, tea, coffee, etc., to the officer or staff, whenever required;
- (x) Whenever any meeting or conference is fixed, he should arrange furniture in desired order;

- (xi) He should have a general idea about the arrangements for receipt of local and postal dak;
- xii) He should know the priority involved in the movement, of papers marked 'Immediate' and 'Priority' and act accordingly;
- (xiii) He should know the location of—
 - (a) All Government offices and Central Government offices;
 - (b) Residence of officers and carry dak to the officers/officials concerned whenever required;
- (xiv) He should know the description of stationery articles and various kinds of forms used in the office; ,
- (xv) He should be very courteous and helpful towards members of the public visiting the office;
- (xvi) He should be polite and respectful towards all officers and staff;
- (xvii) He must always come to office in uniform which should be clean and his appearance should be neat and tidy; and
- (xviii) He should attend to any other office work as may be required of him;

5.13. Watchman: His duty mainly consists in keeping night watch of the office and sometimes watch during the day. As soon as the office is closed for the day and all the staff have left, he should see that lights and fans are put off, water taps are closed and then carefully bolt all the doors and windows and check the premises. He should keep a watch on the building throughout the night and also on days on which the office is closed. He should know the telephone, numbers of the local fire station and police station, in addition to the residential telephone numbers of his officers and residential addresses of the officers and the staff. In times of emergency, he should contact the authorities concerned.

5.14. Handing over /Taking over of records:(1) Before an Assistant/U.D.C./ L.D.C. goes on leave for a period exceeding two weeks, or on transfer to another branch or section of the same department or to another department, he shall handover charge writing of all files, papers, books of references, etc., which are with him to the Assistant/U.D.C./L.D.C. who takes over his work, and a copy of the charge report will be given to the Superintendent. When due to sudden illness

or some other reasons, the Assistant/U.D.C./L.D.C. is unable personally to handover charge, a list of all papers, books, etc., found on his table will be drawn up with the help of the Diary/Register by the Assistant/U.D.C./L.D.C. working in his place and submitted to the Superintendent. If there be no Assistant/L.D.C. working in his place, the said list will be drawn by the Superintendent. If the Superintendent proceeds on leave or transfer, as aforesaid, his charge report containing a list of files, books, etc., which are with him will be made over to his successor with a copy to the Officer/Under Secretary.

(2) The mode of handing over may be with reference to basic records/ registers where details already exist.

(3) For the purpose of files, the dealing hands will be required to hand over all the files as per file register barring those which have been consigned to the Record Room /Record Clerk. Cases under submission should be shown along with files under process, if any. The files which are not required to be handed over may be given to the Record Keeper/Record Clerk as the case may be *instead* of handing them over to the new incumbent. A list of such records may be prepared in the form as given in Appendix I. One copy of the list may be kept by the person who hands over such records; the second copy by the person who takes over, the third with the Record Room/Record Clerk, concerned for reference.

(4) Records/articles which are having proper inventories in registers duly page numbered e.g. Stock Register, Security Bond Register etc. should be handed over with reference to such records. Other records/articles should be handed over by preparing a separate list in the form as in Appendix I.A.

(5) All pending receipts should also be handed over to the successor.

(6) Similarly, an officer having classified document in his charge, on vacation of his post, shall hand over both the list and the documents to his successor and obtain necessary receipt. In case no relief is posted to take over charge at that time, all such documents under the custody of the last holder shall be handed over by him before departure to his immediate superior and a receipt in token thereof obtained.

(7) An officer working in a post involving secret work shall also sign a declaration to the effect that “All classified documents or copies thereof held on charge have been surrendered” In this regard, the “Departmental Security Instructions” issued by the Ministry of Home Affairs need to be followed.

(8) With regard to ‘Stores’ specific provisions for the transfer of charge exists in para 108 of the General Financial Rules.

CHAPTER—VI

ATTACHED OFFICE OR NON-SECRETARIAT DEPARTMENT: FUNCTIONS OF VARIOUS GRADES OF OFFICERS AND COMMON CATEGORIES OF GROUP 'C' AND 'D' STAFF

6.1. *Hierarchy of Departments*: There are departments at the apex level, which stand allotted to the Secretaries to Government including the Chief Secretary. These departments constitute the 'Secretariat' which is essentially an administrative body ultimately responsible for carrying on the administration of the Union Territory. At the next level, there are several 'Attached Offices' which are called Non-Secretariat Departments viz. 'Directorates', 'Inspectorates' or offices which form the 'executive arm' of the Administration. These Directorates, Inspectorates or offices, etc., are not to be confused with 'Departments' although some of the heads of 'Attached Offices' have been declared as 'Head of Departments' under the Supplementary Rules. They are 'Heads of Departments' only so far as they exercise certain powers under the provisions of these rules. Actually, they are under the control of one or other of the departments in the Secretariat.

6.2. *Attached offices*: These 'Attached Offices' may have one or more 'Subordinate Offices' which may be attending to some 'Specific function' and headed by 'Heads of Offices' as declared under the Supplementary Rules, exercising control over the staff under them on all service matters such as leave, travelling allowance etc.

6.3. *Subordinate Institutions*: There is another category of Government establishments called 'Subordinate Institutions' such as Schools, Colleges, Balwadies, Branch Libraries, etc. Some of these institutions such as Colleges have independent 'Heads of Offices'. In the case of certain other 'Subordinate Institutions' the heads of such institutions may be functioning only as Drawing and Disbursing Officers. Certain other 'Subordinate Institutions' such as 'Branch Libraries', 'Balwadies' etc., may not even have Drawing and Disbursing Officers,

6.4. *Functions of Attached offices*: The Attached Offices are generally responsible for providing executive direction required in the implementation of the policies laid down by the concerned department. They also serve as repository of technical information and advise the department on technical aspects of question dealt with by them. They also function as field establishments or as agencies responsible for the detailed execution of the policies of the Government.

6.5. *Functions of Heads of Attached Offices:* The Heads of the Attached Offices are responsible for the disposal of business and the maintenance of discipline in the offices, subordinate offices and institutions. Some of the Heads of the Attached Office or Non-Secretariat Department enjoy ex- officio Deputy Secretary status or Under Secretary status and deal directly under the charge of a Secretariat Officer.

6.6. *Duties of other offices :* The duties and responsibilities of other officers/officials/technical or non-technical are fixed by the Secretary to Government/Head of Attached Office by separate office order.

6.7. *Duties of Subordinate Ministerial Staff :* The duties and responsibilities of Superintendent, Assistant, Personal Assistant, Stenographer, L.D C. (diarist or general), L. D. C. (Typist), Attender, Peon, Watchman laid down in Chapter-V will apply *mutatis-mutandis* to the officials of the Attached Offices, Non-Secretariat Department, Subordinate Offices and Subordinate Institutions. Similarly, the duties of the Assistant laid down in the Chapter-V will apply *mutatis-mutandis* to the U. D. C.

CHAPTER—VII

OFFICE MANAGEMENT AND DISCIPLINE

7.1. Hours of attendance:(i) The hours of attendance for the Civil Administrative offices are from 8.45 a.m. to 5.45 p.m. with lunch break from 1.00 p.m. to 2.00 p.m.

(ii) Any member of the staff may, however be required to work beyond office hours, if his work is not up-to-date or the business of the Department Office/Section so demands.

(iii) Every member of the staff is expected to be in his seat and starts office work by 8.45 a.m. unless he has previously obtained special permission for late attendance.

7.2. Hours of attendance on certain special occasions:On days on which the Pondicherry legislative Assembly meets, the officers and staff concerned with the subject coming before the House on that day should attend office and, if necessary; also the Assembly sufficiently early so that Ministers can get any information they require for use in the Legislature.

7.3. Maintenance of Attendance Register: (i) Attendance Register will be maintained in each department/office/section in which all non-gazetted officers will record their initial in ink together with the time of arrival and departure, in the relevant dated column for both the sessions.

(ii) The register will be initialled by the Superintendent or in his absence by the senior most dealing hand present at the bottom of the dated column in token of scrutiny and will be sent to the officer after 10 minutes of the appointed hours of commencement. Any person arriving thereafter will mark his attendance in the register in the room of the officer and give the reasons for his late attendance verbally or in writing as may be desired by the officer.

(iii) Non-attendance will be indicated in the register by the Superintendent Using the abbreviations shown below :

- “C.H.” —for compensatory holiday *in lieu of* attendance on a holiday;
“C.L.” —for casual leave;
“L” —Leave of any other kind;
“ A ” —for absence without leave or permission (This entry should be first made in pencil, when leave of any kind is sanctioned, the appropriate abbreviation as indicated above should be substituted in ink);
“R.H.” —for Restricted Holiday.

(iv) Persons reaching office within 10 minutes of commencement of office hours are nevertheless late. Such late coming may be condoned unless it becomes a matter of frequent occurrence.

7.4. Late attendance: A. Government servant requiring permission to attend office late must apply for it before hand whenever possible. Permission for late attendance on flimsy grounds will not be usually granted. Frequent late attendance even with prior permission is not conducive to the efficient transaction of work and should therefore be discouraged.

7.5. Penalty for late attendance: Half a day’s casual leave is to be deducted from a Government servant’s casual leave account for each day’s late attendance. Late attendance upto an hour on not more than two occasions in a month may be granted by the competent authority if he is satisfied that it is due to unavoidable reasons.

7.6. Surprise checks: The officers will make surprise visits to the section under their charge as frequently as possible to check attendance and also to ensure that the members of staff are not absent from their seats without permission and that they do not over-stay in the lunch break period. Whenever necessary, a report of such surprise visit will be submitted by the officers to their next higher officers for taking suitable action. Regularity and punctuality in attendance will be taken into consideration while judging one’s delinquency.

7.7. Permission to leave office : (i) A member of staff will be allowed to leave the office premises during working hours either on personal grounds or on other official duty with the prior permission of the officer/ Superintendent only after necessary entry has been made in the movement Register as per Appendix 2.

(ii) When a priority case requires action on the same day, the staff concerned will not leave office without permission of the Superintendent in the case of Dealing Clerks/Assistants, etc. and of the Officer in the case of Superintendents.

7.8. Attenders and Peons—Hours of attendance: (i) Attenders and Peons will attend office ten minutes earlier than the hour prescribed for the office and shall start performing their usual duties forthwith so that the normal business of the office could commence at the stipulated time.

(ii) Attenders and Peons in particular should make it a point to ensure that all tables in the section are in order and check up that each table presents a tidy appearance with proper provision for stationery articles.

(iii) Peons should not leave office without permission of the Superintendent under whom they work. Group 'D' staff attached to officers will remain in the offices until their officers leave or until they are permitted by their officers to leave early.

7.9. Attending office during emergency: It is the duty of every Government servant to assist the Government at the time of emergency like floods, cyclones etc. Even if the day of emergency happens to be a public holiday, officers should invariably make themselves available in the office. The subordinates should also as far as possible try to attend the office, unless they are physically prevented by reasons beyond their control.

7.10. Staying after office hours: When clerk and Superintendent submit special or urgent files to officers late, in the evening, they should not leave office unless and until those files are received back or unless they take explicit permission of the officers to leave office. Clerks should leave office as a rule only after informing the Superintendent and specially so on the last working day preceding two or more consecutive holidays.

7.11. Holidays: The office is closed on Saturday, Sunday and on Public Holidays provided the state of work permits. The following rules will regulate the observance of holidays in public office including holidays notified by the Government of Pondicherry under Negotiable Instruments Act.

(a) All, public offices are closed on days notified as holidays.

(b) The grant of every holiday is always subject to the condition that suitable arrangements will be made for the disposal and dispatch of emergent business.

(c) A Government servant who [is called on to attend office on a holiday may be granted another day in its place on the request of the individual when opportunity occurs. However the holiday must be availed of within a month or it will lapse and be treated as cancelled.

(d) As far as possible, a Government servant of the religious persuasion who observes a particular feast, fast or festival for which a holiday is declared by Government should not be called upon to work on that day.

7.12. Restricted Holidays: (i) Government servants can avail themselves of any two Restricted Holidays out of the list of such holidays declared every year by the Government irrespective of religious denominations.

(ii) Intimation for availing Restricted Holidays is required to be given in writing in advance.

7.13. Compensatory Holidays: The following are the conditions under which a Government servant Who is called upon to attend office on a Public Holiday may be granted another holiday in its place when opportunity offers itself.

(a) Such holidays should be availed of by the Government servant with the prior permission of the authority who is competent to grant him casual leave.

(b) Such holidays may be allowed within a month of its becoming due. It shall however be within the discretion of the Head of the Office to call on the subordinate official to take such holiday on any date within one month which the Head of the office finds to be convenient.

(c) Such holidays may be combined with casual leave or other authorised holiday provided that the total period of absence from duty should not exceed ten days. A Government servant touring on public holidays in connection with the performance of his duties is not eligible for compensatory in holidays *in lieu of* holiday on which he performs journey.

7.14. Leave: (1) The grant of leave to a Government servant is governed by the Central Civil Services (Leave) Rules, 1972. The following instructions should be observed by members of staff in submitting applications for leave :

(i) In the case of leave of any kind for private purposes (i.e. leave other than that on medical certificate), an application should be submitted well in advance before the date of commencement of the leave;

(ii) In the case of leave on medical certificate, the application should be accompanied by a medical certificate from an authorised medical attendant or registered medical practitioner stating as clearly as possible the nature, probable duration of illness and the period of leave required for restoration of health;

(iii) The leave address should be indicated in all cases.

(2) All applications for leave from members of staff should be submitted through the Superintendent who will record his remarks thereon with due regard to the condition of work and the number of persons already on leave in the section. If he recommends the leave, he will state his proposals for carrying on the work of the applicant during his absence and will pass on the application to the Administrative Section concerned. The Administrative Section will verify the admissibility of the leave applied for and submit the application to the officer competent to sanction the leave. The orders passed on an application for leave will be issued in the form of an office order, one copy of which will be communicated to the applicant and one copy supplied to the Cash Section.

(3) On return from leave, he should also submit in waiting a joining report, which should be accompanied by a certificate of fitness to resume duty from the prescribed authority and in the form prescribed, if the leave availed of was on medical certificate.

7.15. Extension of leave: (1) Requests for extension of leave should be avoided as far as possible.

(2) Applications for extension of leave should be submitted well in advance of the date of expiry of the leave already granted so that they may be considered and orders communicated to the applicant in time. It should not be assumed that an extension will always be granted.

(3) If a person is prevented from resuming duty on account of any unforeseen occurrence immediately before the due date, he must send an immediate intimation to the head of his office giving full reasons of his inability to attend office on the due date.

(4) A Government servant who remains absent after the expiry of his leave is not entitled to any leave salary for the period of such absence and that period will be debited against his halfpay leave account to the extent such leave is due, the period in excess thereof being treated as extraordinary leave.

(5) Wilful absence from duty after the expiry of leave renders a Government servant liable to disciplinary action.

7.16. Casual leave:—(i) Casual Leave is a concession granted to a Government servant to enable him to stay away from office for short period on account of illness or to enable him to attend to urgent private matters. It should be applied for as far as in advance as possible except when a person is prevented from attending office by sickness or other unforeseen circumstances.

(ii) Casual leave is not recognised form of leave nor is it subject to any rules. Technically, Government servant on casual leave is not treated as absent from duty nor his pay intermitted.

(iii) The maximum period of casual leave which a Government servant is allowed to avail himself of, is 12 days in a calendar year subject to a maximum of 8 days at a time. The limit of 8 days at a time may be relaxed in special circumstances at the discretion of the head of office. The tendency on the part of Government servant to exhaust the entire casual leave during the first few months of the year should be curbed.

(iv) Half a day's casual leave in the forenoon or afternoon may be allowed to a Government servant on prior application. The practice of leaving office early with permission should be discouraged.

(v) Casual leave may be prefixed and/or affixed to recognised holidays and Sundays.

(vi) Sundays and holidays falling during a period of casual leave will not be treated as a part of the casual leave.

(vii) Casual leave should not however be granted so as to cause evasion of the rules regarding—

- (a) date of reckoning of pay and allowances;
- (b) charge of office;
- (c) commencement and end of regular leave;
- (d) Return to duty or so as to extend the term of leave beyond the time admissible under the rules.

(viii) Casual leave cannot be combined with any other kind of leave viz., earned leave, extraordinary leave, medical leave etc. Casual leave cannot be combined with vacation.

(ix) In the case of a person who joins Government service in the middle of a calendar year, the authority competent to sanction casual leave will have the discretion to grant either the full period of 12 days or only a portion thereof after taking into account all the circumstances of the case.

(x) Representatives of recognised associations may be granted casual leave, if due, to attend duly constituted meetings of such associations subject to exigencies of service.

(xi) A Government servant who is allowed casual leave is expected to make up for his absence by a more concerted effort or by working longer hours on returning to duty without any extra expense to the Government.

7.17. Special casual leave: (1) In addition to casual leave, special casual leave may be granted to a Government servant by the competent authority for certain specific purposes in accordance with the orders

issued by the Government from time to time. Special casual leave may be granted for the following purposes:—

- (i) Where staff is not able to attend office during civil disturbances, curfews or strikes.
- (ii) Training and duty as members of officially sponsored auxiliary Police organisations, such as Home Guards, National Volunteer Corps etc.
- (iii) Training as a member of St. John Ambulance Brigade (to the extent not covered by ordinary casual leave due).
- (iv) Periods spent in camp by Government servants to join the Urban Units of Territorial Army, which can be combined with regular leave, where necessary.
- (v) Interview/medical examination at the time of actual recruitment commissioning in the Urban Unit of the Territorial Army (to the extent not covered by ordinary casual leave due).
- (vi) Training with P&T Units of Territorial Army.
- (vii) Interview/medical examination at the time of recruitment/commissioning to the Auxiliary Air Force or subsequent medical examination, if any (to the extent not covered by ordinary casual leave due)
- (viii) Attending coaching or training camps under the Rajkumari Amrit Kaur Coaching Scheme or similar All India Coaching or Training Scheme provided the Government servants are selected or sponsored by a National Sports Federation/Association recognised by All India Council of Sports and approved by the Ministry of Education. The quantum of special casual leave for a period not exceeding 30 days in a calendar year is allowed to the Government employees to cover also their attending pre-selection trials/camps connected with sporting events of national/international importance.
- (ix) Participation in inter-ministerial or inter-departmental sporting events duly recognised by Government--normally tournaments, provided that—
 - (a) both the events and the participants are sponsored by the Central Secretariat Sports Board set up by the Secretariat Staff Welfare and Amenities Committee or other recognised sports/recreation clubs of Government employees, and (b) the participants have been specifically permitted by Government to participate in such events.
- (x) Participation in Republic Day Parades and rehearsals connected therewith as members of the St. John Ambulance Brigade.
- (xi) Taking Hindi Examination (Prabodh, Praveen and Pragya) under the Scheme of teaching Hindi to Central Government employees (for days of examination and reasonable time spent on journeys from and to the centre of examination nearest to the headquarters and can be availed of only twice during the official career of the officer).
- (xii) Donating blood to recognised Blood Banks on working day.
- (xiii) Central Government servants who having joined Lok Sahayak Sena have won certificate of merit and are required to participate in the Republic Day Parade.
- (xiv) Attending courts of law as jurors or assessors with the permission of Heads of Departments.
- (xv) Participation in activities of recognised service association by their office bearers.

(xvi) Undergoing sterilisation operations (Vasectomy or Salpingectomy) under the Family Planning Scheme admissible to regular employees.

(xvii) Government servants attending annual general meeting and participating in activities of recognised associations of which they are office bearers.

(xviii) Government servants who are members of the Indian Institute of Public Administration and who are residing outside Delhi for attending authorised meeting of the Institute.

(xix) Participation in mountaineering expeditions provided that the expedition has the approval of Indian Mountaineering Foundation and there is no change in the overall limit of 30 days of special casual leave for an individual Government servant for one calendar year for participation in sporting events of national or international importance. The period of absence in excess of 30 days should be treated as regular leave admissible under the leave rules and be permitted, as a special case to combine special casual leave with regular leave.

(xx) Special casual leave can be granted to women employees on the date of insertion of I.U.C.D.

(xxi) Central Government male employees both industrial and non-industrial whose wives undergo non-puerperal operation may be granted special casual leave. This will be subject to production of a medical certificate from the Doctor who performs the operation to the effect that the presence of the Government servant is essential for the period of leave to look after the wife during convalescence after operation.

(xxii) Special casual leave is also granted to Government servants appearing for limited competitive examinations.

(2) It is not permissible: to combine special casual leave with ordinary casual leave except when granted for the purposes mentioned in (iii), (v), (xi), (xiv) and (xv). Special casual leave may not be combined with regular leave except when granted for purposes mentioned in (iv), (v), (vi), (vii), (viii) and (ix).

7.18 *Maintenance of casual leave and restricted holidays accounts*:-Casual leave, and Restricted Holidays account of Government servants will be maintained, in the prescribed register in the concerned administrative sections of the officers of the authorities competent /authorised to sanction casual leave.

7.19. Leaving Headquarters:—Subject to any special orders issued in this regard by the Heads of Departments/Offices in respect of the employees working under them, no Government servant should leave his headquarters without prior permission of the authority competent to sanction leave. He should, when so permitted inform the authority concerned of his address at the station to which he is proceeding. In all applications for leave including casual leave or compensatory leave, during which the applicant proposes to leave the station, the fact should be stated in the application together with his outstation address. Any person who wishes to leave the station during the period of leave already granted to him should notify his intention together with his address to his officer or the Administration section. Any change in that address which may occur thereafter should also be communicated.

7.20. Address of staff:—A list of the addresses of all members of the staff working in an office/section should be maintained by each officer and a copy pasted on a card board which should be hung at a conspicuous place in the office/section.

7.21. Office rooms :—(i) In the interest of security, the watchman should remain present during sweeping, dusting etc., of office rooms. Thereafter he should not keep open any office rooms in his charge, until the arrival of any member of staff working in the room or of the Peon working in the section/office. In the evening, the last member of staff leaving the office/section will be responsible to make over the room to the watchman and get the room locked.

(ii) In the case of rooms occupied by the officers, the Attender/Peons attached to them should supervise the sweeping, dusting and opening of rooms. No outsider or a member of the staff except the Personal Assistant or the Stenographer attached to the officer should ordinarily enter an officer's room during his absence. If a file, book or paper is required urgently during the officer's absence from the room, it should be removed only by the Personal Assistant/Stenographer concerned.

(iii) It is the general responsibility of the Superintendent to see that the room or rooms occupied by the sections under his charge are maintained in a neat and tidy condition. The clerical staff should keep their tables and surrounding neat and clean and the papers neatly arranged.

(iv) When leaving office, every member of the staff should see that all files, papers, books, registers, etc., in his charge are kept in proper places as far as possible in locked almirahs, Pending paper should be kept together in a separate folder appropriately marked.

(v) It shall be the duty of the Superintendent to see that the electric lights, fans etc., are used only when necessary and that they are switched off when not required during office hours and also every evening when leaving the office.

(vi) The Superintendent/Officer will ensure that the telephone provided in the section/office is used strictly for official calls. Under no circumstances, the telephone should be used for private call except in cases of emergency.

7.22. Responsibility of the staff : Each member of the staff is responsible for the work assigned to him. He is also responsible for all official papers and articles belonging to the office which are entrusted to him for custody/use.

7.23. Admission of the outsiders to the office : The admission of outsiders or private persons to any part of the office/section for any purpose whatsoever is strictly prohibited. Any person calling on business or entitled by position to make enquiry should do so from the officers. No member of the staff should, under any circumstances, give any information on any subject to any outsider except when permitted by the officer. Any improper enquiries made by visitors should be brought to the notice of the officer.

7.24. Taking of papers outside the office : In normal occasions, official papers or files should not be

taken to the residential houses of the staff members. However, Superintendent/members of staff dealing with case work, may, with the prior permission of the officer, take official papers, files to their houses if absolutely necessary for dealing with any case of an urgent nature. This will not apply to classified documents, the movement of which is governed by separate instructions.

7.25. Maintenance of order in the office/section :(1) While the head of department / office is responsible for the general discipline of the office, every Superintendent is responsible for the maintenance of order in his section and should prevent idle talking, loitering, reading of newspapers etc., by his staff.

(ii) Every Government servant should attend his office punctually and do the work allotted to him sincerely and honestly during office hours.

(iii) He should wear a clean and tidy attire, conduct himself while in the office in a disciplined manner and behave courteously with all including his colleagues, whether superior or inferior to him in rank as also with members of the public.

(iv) He should discourage persons from seeing him while at work in the office except strictly on official business with the permission of the officer. He should also refrain from indulging in unnecessary talk, across the table with his colleagues as well as chatting in groups.

(v) He must not lose his temper or speak in loud or harsh tone however great the provocation.

(vi) Staff members who are provided with uniforms should wear the same neatly during working hours.

7.26. Maintenance of register of complaints : (i) These instructions relate to preliminary enquiries against Government servants arising from complaints made by members of the public. These are not concerned with disciplinary or judicial proceedings which have to be dealt with according to the law and rules on the subject. The following procedure will be followed for dealing with the complaints made by the public against the Government servants of the Administration.

(ii) Complaints may ordinarily be lodged with the—

(a) Lieutenant-Governor

(b) Ministers

(c) Departments/(Secretaries to Government)

(d) Attached Offices

(e) Subordinate Offices

(f) Subordinate Institutions with independent Heads of Offices.

(g) Government undertakings and

(h) Statutory bodies.

It shall be the duty of every department / attached office, etc., to have a locked box, with a slit for receiving complaints against Government servants with the legend 'Complaints Box' written in the regional languages.

(iii) Arrangements shall be made to install 'Complaint Boxes' with a legend to that effect in the regional languages in (1) all Government Houses in the three regions, and (2) in the premises of all departments (Secretariat) and attached offices. Members of the public may be informed to put their complaints into the box and it shall be the duty of the head of office to have the box opened in the first week of every month or as often as necessary and the complaints taken out for disposal by him.

(iv) A sign or notice-board shall be displayed at a conspicuous place in the office which is frequented by the public to the effect that a complaint box is being maintained in the office which is available on demand from specified officer. The name and designation of such an officer shall also be given in the sign or notice-board.

(v) Only those complaints which are signed by the complainants and also contain their full postal addresses shall be dealt with under these instructions. Complaints not giving these particulars are liable to be lodged without any enquiry. However, complaints which give specific instances of corruption/nepotism/default or misuse of power on the part of the Government officials may be registered for taking further action. (Appendices 3 and 3A)

(vi) If the complaints received are anonymous or pseudonymous, they should as a matter of rule be filed without any notice being taken of them. It is usually easy on a careful reading to see whether the name or signature given at the end of the complaint is fictitious.

(vii) If there is any doubt about the genuineness of a signature on a complaint, a letter may be sent in the first instance to the complainant to substantiate the allegations allowing him a reasonable time to reply.

(viii) If no reply is received within the specified time, such complaints need not be pursued.

(ix) Petitions which are frivolous or scurrilous or contain insulting language or deal with petty and unimportant matter or are merely copies of letters addressed to the Ministers or the Lieutenant-Governor should ordinarily be disregarded.

(x) If a complaint relates to matter which can be decided only by a law court, the petitioner should be informed accordingly.

(xi) If the petitioner ask for the reversal of a decision given by a law court or refers to a matter which is *sub judice*, the petitioner should be told that the Government cannot interfere in the matter and that it is open to him to appeal to a higher court.

(xii) In all cases, a note shall be submitted to the head of the Government/establishment concerned with the following particulars :

- (a) the name and designation of the officer complained against.
- (b) the name and address of the complainant, and
- (c) whether the complaint is about the integrity of the officer or his unseemly behaviour.

Only complaints touching on the integrity or unseemly behaviour of the officer concerned, shall be forwarded to the Secretary to the department concerned, who may himself carry out such investigation as he deems fit, or

cause such an investigation to be carried out by an officer under his control and decide whether there is *prima facie* substance in the complaint against the officer (Appendix 3B).

(xiii) All complaints where a *prima facie* case has been found to exist against the officer concerned, shall thereafter be referred by him to the Chief Vigilance Officer.

(xiv) Complaints addressed to the Ministers will be enquired ordinarily into by the heads of the attached offices if they relate to non-gazetted employees. In the case of gazetted officers, on a complaint relating to integrity or unseemly behaviours, the Minister himself may direct an enquiry to be conducted by the Secretary of the Department concerned.

(xv) In all other cases, the Secretary may direct an officer under him to conduct the enquiry and report. All this must be completed normally within a period of one month.

(xvi) If a complaint is received by a Minister against a Government servant not under his administrative control, the complaint may be transferred to the Secretary concerned unless the Minister refers it to the Minister concerned.

(xvii) When a Minister has passed order on a complaint under instruction, the complaint will be sent to the Secretary of the department concerned to be disposed of as provided for in para (xii).

(xviii) The procedure to be adopted by all enquiry officers to whom any authority entrusts a complaint for enquiry will be to examine the complainant and record his statement first. It will be open to the enquiry officer to put to the complainant any question he may consider necessary.

(xix) In all enquiries, endeavour shall be made by the enquiry officer to complete the enquiry and to send a report of the result to the authority from which the complaint was received within a period of four weeks ordinarily.

(xx) Authorities empowered to direct enquiries will entrust an enquiry to an officer next above the immediate officer to whom the official complained against is subordinate e.g. an enquiry against a Police Constable will be made by a Sub-Inspector and not the Head Constable, against a Sub-Inspector by the Deputy Superintendent of Police and not by the Inspector of Police. This restriction shall, however, apply only to complaints about the integrity of a Government servant or his unseemly behaviour.

(xxi) On receipt of a report from the enquiry officer it will be for the appropriate authority to decide whether any further action is needed in the nature of disciplinary action or criminal prosecution. If so, the proceedings will thereafter be conducted according to the relevant rules on the subject.

CHAPTER—VIII

DAK—RECEIPT, REGISTRATION AND DISTRIBUTION

8.1. Receipt of dak: (1) During office hours, the entire dak of a department, including that addressed to Ministers / officers by name, will be received in the central registry. Where, however, immediate / important dak addressed to Ministers/ officers by name is sent through special messengers directly to the addressees themselves, it will be received by them or their personal staff.

(2) Outside office hours, dak will be received—

(a) by the addressees themselves at their residences, if marked ‘immediate’ and addressed by name; and

(b) in other cases by;

(i) the night duty clerk of the department concerned, or

(ii) where no such arrangements exist, by the officer designated by the department concerned to receive such dak.

8.2 Acknowledgment of dak: The receipt of dak, except ordinary postal dak, will be acknowledged by the recipient signing his name in full and in ink.

8.3. Registration of dak: (1) Urgent dak will be separated from other dak and dealt with first.

(2) All covers, except those addressed to Ministers / officers by name or those bearing a security grading, will be opened by the central registry.

(3) On opening dak, the central registry will check enclosures and make a note of any found missing.

(4) All opened dak, as well as the covers of unopened classified dak will be date -stamped (*vide* specimen below).

Department of.....

Received on... ..

C. R. No... ..

Sec. Dy. No.....

(5) (i) The entire dak will then be sorted out section-wise (and officer-wise, if addressed by name). To facilitate this, the central registry will keep a list showing the allocation up to date of the subjects to various sections. In case of difficulty or doubt, the concerned Section Superintendent may be consulted about the proper allocation of a receipt.

(ii) Parliament Questions / Assembly Questions, telegrams and other receipts marked “Immediate” and “Priority”, will be separated from other dak and dealt with first.

(6) The following categories of dak will be registered by the central registry in the dak register (Appendix 4):

- (a) telegrams, savingrams, wireless messages and telex messages;
- (b) registered postal dak;
- (c) inter-departmental files;
- (d) court summons and receipts enclosing valuable documents, e. g., service books, agreements, etc.;
- (e) parliament questions/assembly questions, resolutions, cut motions and references seeking information relating to them;
- (f) unopened inner covers containing classified dak;
- (g) letters from Members of Parliament/Legislature; and
- (h) any other category covered by departmental instructions,

(7) The central registry will maintain one or more dak registers as may be found convenient. In no case, however, will a single register to be operated upon by two or more clerks. Where more than one dak register is maintained, each register will be identified with an alphabetical code letter ‘A’, ‘B’, ‘C’ and so on.

(8) The C. R. No. assigned to dak in the dak register will be exhibited on the dak in the appropriate place in the stamp affixed on it.

8.4 Distribution of dak : (1) The central registry will prepare an invoice (Appendix 5) separately for each section to which the dak is to be distributed. The dak, along with invoice, will be sent to the section concerned and acknowledged by the diarist. The invoice, duly signed, will then be returned to the central registry, where it will be filed section-wise and date-wise.

(2) Alternatively, dak may be *distributed and acknowledgment* obtained in messenger books or dak register maintained section-wise.

(3) The above procedure will also apply to the dak meant for ministers/officers which will be acknowledged by their personal staff.

(4) Urgent dak will be distributed as and when received. Other dak may be distributed at suitable intervals (i.e. 11 a. m., 2 p. m. and 4 p. m.). Such part of the ordinary dak as is received too late to be included in the last daily round, will be kept ready for distribution early next day. The official in charge of the central registry will ensure

(a) that, as far as possible, sorting, registration and invoicing of dak is completed on the day of its receipt; and

(b) that, to the extent to which the abovework cannot be completed during the day, and without prejudice to the processing of urgent dak, the night duty staff attends to it;

(5) Urgent dak received outside office hours will be sent to the sections concerned if there is staff on duty. In other cases, such dak will be dealt with in accordance with the instructions issued by the department concerned.

CHAPTER—IX

RECEIPTS—SUBMISSION AND DIARISATION

9.1 *Perusal and marking of receipts:*—The diarist will submit all receipts to the Superintendent who will—

- (1) go through the receipts;
- (2) mark mis-sent receipts to the sections concerned;
- (3) separate those which, either under the departmental instructions or in his discretion, should be seen by higher officers before they are processed and mark them to such officers;
- (4) mark to himself such of the remaining receipts as are of a difficult nature or present any special features requiring his personal attention;
- (5) mark other receipts to the dealing hands concerned, and, where necessary, indicate urgency grading and give directions regarding line of action;
- (6) keep a note in his diary of important receipts requiring prompt action or disposal by a specified date; and
- (7) submit the case to the officer who last noted on it, if it is one returned by another department.

9.2 *Diarising of receipts in sections:*—(1) The diarist will diarise in the section diary (Appendix 6) all the receipts except the following before they are submitted to the officers concerned or distributed among the dealing hands;

- (a) receipts which, as a class, are adequately taken care of by a register specially devised for the purpose (*e. g.* telephone bills which are entered in telephone bill register);
- (b) unsigned communications on which no instructions have been recorded by officers and on which no action is to be taken;
- (c) identical copies of representations, save the one received first;
- (d) post copies of telegrams unless the endorsement contains a message in addition to that contained in the telegrams;

(e) petty contingent vouchers such as those relating to night duty or overtime claims of the staff, claims for coolie hire or conveyance hire, chits asking for articles of furniture, stationery etc.

(f) routine acknowledgments;

(g) casual leave applications;

(h) copies of miscellaneous circulars, office memoranda, extracts, etc., circulated by any section for general information, e. g. orders of general application, telephone lists, notices of holidays, tour programmes, etc.;

(i) any other types of receipts which under departmental instructions are not required to be diarised.

(2) Inter-departmental notes, telegrams, or any other category of receipts sought to be distinguished from the rest, may be entered in the section diary in red ink.

(3) Papers referred to another department will be diarised each time, they are received back. For those referred under diary numbers, however, previous and later entries in the diary will be linked by giving the earlier and the later diary numbers against each entry.

(4) If a receipt is diarised after a lapse of more than 15 days from the date it bears, the entry regarding date in column 3 of the section diary will be circled in red ink.

(5) The diary number of a receipt will be indicated in the space provided for the purpose in the stamp affixed by the central registry [*vide* para 8.3 (4)].

(6) The Superintendent will scrutinise the section diaries once a week to see that these are being properly maintained and append his dated initials in token of scrutiny.

9.2 A. Diarising of receipts received by officers: (1) The personal staff of officers above the rank of Deputy Secretaries to Government and of the rank of Secretaries to Government, Chief Secretary to Government, will diarise receipts received by their officers in the respective personal section diary (Appendix-6-A). He will then submit the receipts to the officer for his perusal and thereafter immediately distribute them to the officers concerned.

(2) The personal staff of Deputy Secretaries to government, Under Secretaries to Government including ex-officio Deputy Secretaries to Government, ex-officio Under Secretaries to Government, Heads of Attached Offices/Non-Secretariat Departments of the rank of Under Secretary to Government and Deputy Secretary to Government will diarise important receipts received from the Government of India, other State Governments, Union Public Service Commission, etc. received by their officers in their respective personal section diaries—Appendix-6.A. The officers concerned should review the position from time to time regularly and as frequently as possible and in any case not less than once in a week.

9.3 Movement of receipts: (1) Receipts submitted to officers will move _____ in pads conspicuously labeled as 'Receipts Pad'. Their movement and perusal _____ will receive prompt attention.

(2) The Superintendent will keep a careful watch on any held-up in the movement of receipts. The diarist will bring to his notice any receipts which are not received back from officers within 24 hours.

9.4 Action by higher officers: *Officers* to whom receipts are submitted will:

- (1) go through the receipts and initial them;
- (2) remove receipts which they may like to dispose of without assistance from section or to submit to higher officers;
- (3) enter the diary numbers of the receipts removed [*vide* (2) above] on the movement slip (Appendix—7);
- (4) Where necessary, give directions regarding line of action to be taken on other receipts; and
- (5) return the receipts together with movement slip, if any, to the Superintendent for action in terms of pars 9.1(4) and 9.1(5) above.

9.5 Allocation of disputed receipts : If a section feels that it is not concerned with a mis-sent receipt forwarded to it *vide* para 9.1 (2) the same should be brought to the notice of the officer designated by the department for deciding allocation of disputed receipts.

CHAPTER—X
ACTION ON RECEIPTS

10.1. *Action by dealing hand :* The dealing hand will—

- (1) go through the receipts and separate urgent receipts from the rest;
- (2) enter the receipts in the assistant's diary (Appendix—8);
- (3) deal with the urgent receipts first;
- (4) check enclosures and, if any is found missing, initiate action to obtain it;
- (5) see whether any other section is concerned with any part or aspect of a receipt and, if so, send copies or relevant extracts to that section for necessary action;
- (6) bring the receipt on to a current file if one already exists or open a new file as per paras 14.2 and 14.3 and indicate file No. in column 4 of the assistant's diary;
- (7) file papers in accordance with the instructions in para 10.14;
- (8) assign the receipt page number(s) and a serial number in terms of paras 10.16(1) and 10.16(2);
- (9) docket the receipt and reproduce on the notes portion of the file remarks, if any, made by an officer on the receipt;
- (10) with the help of file registers (para 14.5 and Appendix 16), indexes precedent book (para 15.5 and Appendix 19), standing guard files (para 10.10), reference folders (para 10.10), etc., locate and collect other files or papers, if any, referred to in the receipt, or having a bearing on the issues raised therein;
- (11) identify and examine the issues involved in the case and record a note *vide* instructions in paras 10.3, 10.7 and 10.9;
- (12) arrange and reference papers in the case properly (*vide* paras 10.15. and 10.17);

(13) where necessary, attach a label indicating the urgency grading appropriate to the case (*vide* para 10.18);

(14) put up the case to the appropriate higher officer through the section Superintendent:
and

(15) indicate the date of submission in Column 5 of the assistant's diary.

10.2. Action by the Superintendent: (1) The Superintendent will—

- (a) Scrutinize the note of the dealing hand ;
- (b) finally dispose of routine cases;
- (c) take intermediate routine action:
- (d) record, where necessary, a note setting out his own comments or suggestions; and
- (e) submit the case to the appropriate higher officer.

(2) What constitutes 'routine cases' or 'intermediate routine action' in terms of (b) and (c) above will be specified by each department in its departmental instructions.

10.3. Examination by section: When the line of action, on a receipt is obvious or is based on a clear precedent or practice, or has been indicated by a higher officer, and a communication has to issue, a draft will be put up without any elaborate note. In other cases, the section, while putting up a case, will—

- (1) see whether all the statements, so far as they are open to check, are correct:
- (2) point out mistakes, mis-statements, missing data or information if any;
- (3) draw attention, where necessary, to the statutory or customary procedure and point out the relevant law and rules;
- (4) furnish other relevant data or information available in the department, if any;

- (5) state the questions for consideration and bring out clearly the points requiring decision;
- (6) draw attention to precedents;
- (7) evaluate relevant data and information; and
- (8) suggest, where possible, alternative courses of action for consideration.

10.4. Action by higher officers: Officers above the level of Superintendent will take final

action on different classes of cases in accordance with such departmental instructions as may be issued by the department concerned from time to time. They will take the orders of Secretary or higher officers on cases of important nature or those involving questions of policy.

10.5. *Departure from normal procedures or rules :* In every case where a major or minor infraction, other than trivial, of the existing procedures or rules is sought to be made, it shall be the responsibility of the decision making authority to ensure that reasons are set out in writing, warranting such departure from the rules or procedures.

10.6. *Running summary of facts:* To facilitate consideration and to obviate repeated recapitulation, a running summary of facts will be prepared and placed on the file in a separate folder labelled as such in every case in which it is evident that such a summary would contribute to its speedy disposal. This summary will also include the advice or views of other departments consulted in the matter but not opinions of individual officers within a department. It should be kept up to date, whenever further developments take place.

10.7. *Guidelines for noting:* (1) All notes should be concise and to the point. Lengthy notes should normally conclude with a para bringing out clearly but briefly the points for consideration or decision. Paragraphs of notes should be serially numbered.

(2) The verbatim reproduction of extracts from or paraphrasing of the paper under consideration, fresh receipt, or any other part of correspondence or notes on the same file, should not be attempted.

(3) When passing orders or making suggestions, an officer will confine his note to the actual points he proposes to make without reiterating the ground already covered in the previous notes. If he agrees to the line of action suggested in the preceding note, he will merely append his signature.

(4) Any officer, who has to note upon a file on which a running summary of facts is available will, in drawing attention to the facts of the case, refer to the appropriate part of the summary without repeating it in his own note.

(5) Unless a running summary of facts is already available on the file or the last note on the file itself serves that purpose, a self-contained summary will be put up with every case submitted to the Minister. Such a summary will bring out briefly but clearly relevant facts, including the views expressed on the subject by other departments, if any, consulted in the matter and the point or points on which the orders of the Minister are sought.

(6) If apparent errors or mis-statements in a case have to be pointed out or if an opinion expressed therein has to be criticised, care should be taken to couch the observations in courteous and temperate language free from personal remarks.

(7) When a paper under consideration raises several major points which require detailed examination and respective orders, each point (or group of related points) will be noted upon separately in sectional notes; such notes will each begin with a list of the major point(s) dealt with therein.

(8) Notes and orders will normally be recorded on note sheets.

(9) The dealing hand and superintendent will append their initials with date on the left below their respective note. The officers will append their full signatures on the right hand side of the notes, with respective designation and dates.

10.8. *Modification of notes or orders:* (1) Senior officers should not require any modification in, or replacement of, the notes recorded by their juniors once they have been submitted to them. Instead, the higher officers should record their own notes giving their views on the subject, where necessary correcting or modifying the facts given in earlier notes. In any case, the replacement or modification of the notes which have already been recorded on a file, when the file has been further noted upon by others, should not be permitted.

(2) Where a final decision already communicated to a party is found later on to have been given on a mistaken ground or wrong facts or wrong interpretation of rules due to misunderstanding, such withdrawal may have also legal implications. In all such cases, in addition to consulting the Law Department wherever necessary such a withdrawal should be permitted only after the approval of an officer higher than the one who took the original decision, has been obtained and reasons for the reversal or modification of the earlier decision have been duly recorded on the file.

10.9. *Noting on files received from other departments* : (1) If the reference seeks the opinion, ruling or concurrence of the receiving department and requires detailed examination, such examination will normally be done separately through routine notes and only the final result will be recorded on the file by the officer responsible for commenting upon the reference. The officer to whom such a note is submitted will either accept that note or record a note of his own. In the former case, he may direct that the note in question or a specified portion thereof may be reproduced on the main file for the communication to the department concerned. In the latter case, he will record a suitable note on the main file itself. In either case, a copy of the note recorded on the main file will be kept on the routine notes for retention in the receiving department before the file is returned to the originating department.

(2) The department will open subject-wise files each year in which such routine notes will be kept. The inter-departmental note recorded on the file of the originating department will bear the subject file number to facilitate filing of papers and their retrieval for future reference.

(3) Where the reference requires information of a factual nature or other action based on a clear precedent or practice, the dealing hand in the receiving department may note on the file straightway.

(4) Where a note on a file is recorded by an officer after obtaining the orders of a higher officer, the fact that the views expressed therein have the approval of the latter should be specifically mentioned.

10.10 *Aids to processings* : To facilitate processing of cases, each section will develop and maintain the following records for important subject dealt by with it:

- (1) standing guard files;
- (2) standing notes;
- (3) precedent book (vide para 15.5);
- (4) standard process sheets (for repetitive items of work only); and
- (5) reference folders containing copies of circulars, etc.,

10.11 (i) *Oral discussions*— (1) All points emerging from discussions between two or more officers of the same department and the conclusions reached will be recorded on the relevant file by the officer authorising action.

(2) All discussions/instructions/decisions which the officer recording them considers to be important enough for the purpose; should be got confirmed by all those who have participated in or are responsible for them. This is particularly desirable in cases where the policy of the Government is not clear or where some important departure from the prescribed policy is involved or where two or more levels differ on significant issues or the decision itself, though agreed upon by all concerned, is an important one.

(ii) *Oral instructions by higher officers* - (1) Where an officer is giving direction for taking action in any case in respect of matters on which he or his subordinate has powers to decide, he shall ordinarily do so in writing. If however, the circumstances of the case are such that there is no time for giving the instructions in writing, he should follow it up by a written confirmation at his earliest.

(2) An officer shall, in the performance of his official duties or in the exercise of powers conferred on him, act in his best judgement except when he is acting under instructions of an official superior. In the latter case, he shall obtain the directions in writing wherever practicable before carrying out the instructions, and where it is not possible to do so, he shall obtain written confirmation of the directions as soon thereafter as possible. If the officer giving the instructions is not his immediate superior but one higher to him in the hierarchy, he shall bring such instructions to the notice of his immediate superior at the earliest.

(iii) *Oral, orders on behalf of or from Minister*— (1) Whenever a member of the personal staff of a Minister communicates to any officer an oral order on behalf of the Minister, it shall be confirmed by him in writing immediately thereafter.

(2) If any officer receives oral instructions from the Minister or from his personal staff and orders are in accordance with the norms, rules, regulations or procedures they should be brought to the notice of the secretary (or the head of the department where the officer concerned is working in or under a non-secretariat organisation).

(3) If any officer receives oral instructions from the Minister or from his personal staff and the orders are not in accordance with the norms, rules, regulations or procedures, he should seek further clear orders from the secretary (or the head of the department in case he is working in or under a non-secretariat organisation) about the line of action to be taken, stating clearly that the oral instructions are not in accordance with the rules, regulations, norms or procedures.

(iv) *Confirmation of oral instructions* - (1) If an officer seeks confirmation of an oral instruction given by his superior, the latter should confirm it in writing whenever such confirmation is sought.

(2) Receipt of communications from junior officers seeking confirmation of oral instructions should be acknowledged by the senior officers or their personal staff, or the personal staff of the Minister, as they may be.

10.12 *Channel of submission*—Unless otherwise provided for in the departmental instructions each case will travel upto the appropriate decision making level- through all the intermediate levels in the hierarchy.

10.13 *Examination and progressing of cases in which two or more authorities are consulted*—Where two or more State Governments, central departments or other authorities are simultaneously consulted, the examination and, where necessary, tabulation of the replies will ordinarily be started as soon as replies begin to arrive and not held over till the receipt of all the replies or the expiry of the target date.

10.14. Filing of papers—(1) Papers require to be filed will be punched on the left hand top corner and tagged on the appropriate part of file, viz., notes correspondence appendix to notes and appendix to correspondence, in chronological order, from left to right, the latest being at the bottom.

(2) Normally, each part of the file will be placed in a separate file cover. Where, however, 'notes' and 'correspondence' are not bulky, both may be placed in a single file cover by tagging the correspondence portion into the right side of the cover and the notes portion on to the left side of the same cover. Similarly, both the appendix to notes and appendix to correspondence may be filed in a single file cover, if they are not bulky.

(3) Routine receipts and issues (e. g., reminders, acknowledgments) and routine notes will not be allowed to clutter up the file, They will be placed below the file in a separate cover and destroyed when they have served their purpose.

(4) When either the 'notes' or the 'correspondence' portion of a file becomes bulky (say, exceeds 100 pages), it will be stitched and marked 'Volume I', Further papers on the subject will be added to the new volume of the same file, which will be marked Volume II, and so on.

10.15. Arrangement of papers in case—The papers in a case will be arranged in the following order from top to downwards:

- (1) reference, books;
- (2) note portion of the current file ending with the note for consideration;
- (3) running summary of facts;

- (4) draft for approval, if any ;
- (5) correspondence portion of current *file* ending with the latest receipt or issue, as the case may be;
- (6) appendix to notes and correspondences;
- (7) standing guard file, standing note or reference folder, if any;
- (8) other papers, if any, referred to, e.g., extracts of notes or correspondence from other files, copies of orders, resolutions, gazettes, arranged in chronological order, the latest being placed on the top;
- (9) recorded files, if any, arranged in chronological order, the latest being placed on the top; and
- (10) routine notes and papers arranged in chronological order and placed in a separate cover.

10.16 Referencing:— (1) Every page in each part of the file (*viz.*, notes, correspondence, appendix to notes, and appendix to correspondence) will be consecutively numbered in separate series, in pencil. Blank intervening pages, if any, will not be numbered.

(2) Each item of correspondence in a file, whether 'receipt or issue,' will be assigned a serial number which will be displayed prominently in red ink on, the right top corner of its first page.

(3) The paper under consideration on a file will be flagged 'PUC' and the latest fresh receipt noted upon, as 'FR'. In no circumstances, will a slip, other than PUC and 'FR', be attached to any paper in a current file. If there are more than one 'F.R.,' they should be flagged separately as 'F.R.I.,' 'F.R.II' and so on.

(4) In referring to the papers flagged 'PUC' or 'FR,' the relevant page numbers will be quoted invariably in the margin. Other papers in a current file will be referred to by their page numbers only.

(5) Recorded files and other papers put up with the current file will be flagged with alphabetical slips for quick identification. Only one alphabetical slip will be attached to a recorded file or compilation. If two or more papers contained in the same file or compilation are to be referred to, they should be identified by the relevant page numbers in addition to the alphabetical slip, e. g. 'A/23. n, 'A./17.e, and so on.

(6) To facilitate the identification of references to papers contained in other files after the removal of slips, the number of the file referred to, will be quoted invariably in the body of the note and the relevant page numbers, together with the alphabetical slip attached thereto, will be indicated in the margin. Similarly, the number and date of orders, notifications and resolutions, and in the case of acts, rules and regulations, their brief title together with the number of the relevant section, rule, paragraph or clause, referred to, will be quoted in the body of the notes, while the alphabetical slips used, will be indicated in the margin.

(7) Rules or other compilations referred to in a case need not be put up if copies thereof are expected to be available with the officer to whom the case is being submitted. The fact of such compilations not having been put up will be indicated in the margin of the notes in pencil.

(8) The reference slips will be pinned neatly on the inside of the papers sought to be flagged. When a number of papers put up in a case are to be flagged, the slips will be spread over the entire width of the file so that every slip is easily visible.

10.17. *Linking of files:*—(1) If the issues raised in two or more current files are so inter-connected that they must be dealt with together simultaneously, the relevant files will be linked in the manner indicated in (2) below. Such linking may also be resorted to if a paper on one current file is required for reference in dealing with another current file unless a copy of the paper can be conveniently placed on the first file.

(2) When files are to be linked, strings of the file board of the lower file (but not its flaps) will be tied round the upper file and those of the file board or flap of the upper file tied underneath it in a bow out of the way so that each file is in fact with all its connected papers properly arranged on its file board or flap.

(3) On receipt back after completion of action, the linked files will be immediately delinked after taking relevant extracts and placing them on the linked files, where necessary.

10.18. *Use of urgency gradings:*—(1) The two urgency gradings authorised for use on cases are 'Immediate' and 'Priority'.

(2) The label 'Immediate' will be used only in cases requiring prompt attention. Amongst the rest, the 'Priority' label will be used for cases which merit disposal in precedence to others of ordinary nature.

(3) The grading of urgency assigned to a case will be reviewed by all concerned at different stages of its progress and, where necessary, revised. This is particularly important for cases proposed to be referred to other departments.

CHAPTER XI

FORMS AND PROCEDURE OF COMMUNICATIONS

11.1. *Forms of written communications:* —The different forms of written communications used by a department/office are described below. Each form has a use and, in some cases, a phraseology of its own. Specimen of these forms are given in Appendix-9.

(1) *Letter:* This form is used for corresponding with Foreign Governments, Central Government, State Governments, Heads of Attached and Subordinate Offices, Statutory Bodies like the Union Public Service Commission, Associations, Private Firms and Members of the Public, generally. The correspondence between the Attached Office/Non-Secretariat Departments to the Secretariat Department should be only in the letter form. A letter is composed of the following parts:

- (a) Number of communication;
- (b) Letter Head bearing the name of the office and its address;
- (c) Place and date of the communication;
- (d) Name and/or address of the sender;
- (e) Name and/or address of the Addressee;
- (f) Subject;
- (g) Salutation;
- (h) Main text of the letter;
- (i) Subscription complementary close; and
- (j) Signature, name and designation of the sender.

Official letters emanating from the Secretariat and purporting to convey the views of orders of the Administration must specifically be expressed to have been written under the direction of the Administration. In such cases, the form 'I am directed etc.' should be used. In other cases, all letters emanating from Heads of individual offices, such as 'Director of Agriculture', 'Director of Education' etc., or from the individual officer who do not write by direction of any other superior but write on their own authority, the form 'I have the honour to etc.' should be used.

Letters addressed to official authorities should begin with the salutation "Sir" and those addressed to non-official individuals or groups of individuals, with "Dear Sir" "Sirs". Those addressed to Firms should begin with the salutation "Dear Sirs" or "Gentlemen". All official letters should be terminated with the subscription "Yours faithfully" followed by the signature, name and designation of the person signing the letter.

(2) *Demi-Official Letter:* (i) This form is used in correspondence between Government officers for an inter-change or communication of opinion or information without the formality of the prescribed procedure and also when it is desired that a matter should receive the personal attention of the addressee or when it is intended to bring to the personal notice of an officer, a case on which action has been delayed and official reminders have failed to elicit a suitable reply.

(ii) Communications to non-official letters, but should not be referred to as such.

(iii) A demi-official communication is addressed personally to an officer by name. It is written in the first person singular in a personal and friendly tone with the salutation "My dear" or "Dear....." and terminated with subscription "Yours sincerely". The salutation and the subscription varies according to the personal relation between the initiating officer and the addressee. It is signed by the officer generally without mentioning his designation.

(3) *Office Memorandum:* This form is generally used for corresponding with other departments or in calling for information from or conveying information (not amounting to an order of Government) to its employees. It may also be used in corresponding with attached and subordinate offices. It is written in the third person and bears no salutation or superscription except the name and designation of the officer signing it. The name and/or designation of the addressee is indicated below the Signature on the left hand side of the page.

(4) *Inter-departmental note:*—(a) This form is generally employed for obtaining the advice, views, concurrence or comments of other departments on a proposal or in seeking clarification of the existing rules, instructions, etc. It may also be used by a department when consulting its attached and subordinate offices and *vice versa*.

(b) The inter-departmental note may either be recorded on a file referred to another department or may take the form of an independent self-contained note.

(5) *Telegram:*—(a) This form is used for communicating with out-station parties in matters demanding prompt attention. The text of the telegram should be as brief as possible. As a rule, no telegram should be issued if an express letter or a letter marked 'Immediate' or 'Priority' can serve the purpose.

(b) Telegrams are of two kinds viz. enciphered telegrams and cypher code telegrams. The former are worded in plain language. The latter are expressed in secret language (code or cypher or both) but a combination in the same telegram of figures and letters having a secret meaning is not permitted.

(c) Telegrams, other than cypher and code telegrams, should normally be followed by post copies.

(6) *Telex message*: In urgent and important matters, departments having telex facilities may send a telex message *instead of* a telegram in communicating with out-station parties.

(7) *Express Letter*: This form is used in communicating with out-station parties in matters warranting urgent attention at the receiving end but not justifying the expense of a telegram. It is worded exactly like a telegram but transmitted through a post office *instead of* a telegraph office.

(8) *Savingram*: This form is a Coded version of an express letter and is used in overseas communications of a secret nature. It is sent by diplomatic bag or through registered insured mail. In all other respects, it is treated like a cypher/code telegram.

(9) *Office order*: This form is normally used for issuing instructions meant for internal administration, e.g., grant of regular leave, distribution of work among officers and sections.

(10) *Order*: This form is generally used for issuing certain types of financial sanctions and for communicating government orders in disciplinary cases, etc., to the officials concerned.

(11) *Notification*: This form is mostly used in notifying the promulgation of statutory rules and orders, appointments and promotions of gazetted Officers, etc., through publications in the Gazette.

(12) *Press communique/note*: This form is used when it is proposed to give wide publicity to a decision of Government. A press communique is more formal in character than a press note and is expected to be reproduced intact by the press. A press note, on the other hand, is intended to serve as a hand-out to the press which may edit, compress or enlarge it, as deemed fit.

(13) *Endorsement*: This form is used when a paper has to be returned in original to the sender, or the paper in original or its copy is sent to another department or office, for information or action. It is also used when a copy of a communication is proposed to be forwarded to parties other than the one to which it is addressed. Normally this form will not be used in communicating copies to State Governments of Central Government. The appropriate form for such communication should be a letter.

11.2. *Telephonic communications:* — (1) In purely routine matters not warranting a written communication, departments may communicate with local parties over the telephone.

(2) In matters of extreme urgency, departments may communicate with other parties, both local and out-station, over the telephone. Where necessary, such communications may be followed by written communications in the appropriate form.

(3) Resort to telephone trunk calls (including STD calls) will be regulated by departmental instructions.

11.3. *Inter-departmental consultation:*—(1) Inter-departmental consultation may take the form of inter-departmental notes, inter-departmental meetings or oral discussions.

(2) In making written inter-departmental references, the following points should be observed:

(a) Inter-departmental references will normally be made under the directions of an officer not below the rank of Under Secretary.

(b) The points on which the opinion of other departments is sought or which it is desired to bring to their notice should be clearly stated.

(c) Where possible, the drafts of the orders proposed to be issued may also be shown to the departments sought to be consulted.

(d) When it is necessary to consult more than one department on a case, such consultation may be effected simultaneously by self-contained inter-departmental notes *unless*:

- (i) it involves copying of a large/number of documents available on the file; or
- (ii) the need for consulting the second department would arise only after the views of the first have become available.

(3) Inter-departmental meetings may be held where it is necessary to elicit the opinion of other departments on important cases and arrive at a decision within a limited time. No such meeting will normally be convened except under the orders of an officer not below the level of Deputy Secretary. In respect of such meetings, it will be ensured that;

- (a) the representatives attending the meeting are officers who can take decisions on behalf of their departments;

- (b) an agenda setting up clearly the points for discussion is prepared and sent along with the proposals for holding the meeting, allowing adequate time for the representatives of other departments to prepare themselves for the meeting; and
 - (c) a record of discussions is prepared immediately after the meeting and circulated to the other departments concerned, setting out the conclusions reached and indicating the department or departments responsible for taking further action on each conclusion.
- (4) On occasions it may be necessary to have oral discussions with officers of other departments, e. g., when:
- (a) a preliminary discussion between the officers of the departments concerned is likely to help in the disposal of the case;
 - (b) it is desirable to reach a preliminary agreement before proceeding further in the matter ;
 - (c) inter-departmental noting reveals a difference of opinion between two or more departments; or
 - (d) it is proposed to seek only information or advice of the department to be consulted.

The result of such oral consultation should be recorded in a single note on the file by the officer of the department to which the case belongs. The note will state clearly the conclusion reached and the reasons therefor. A copy of the note will also be sent to the departments consulted in order that they have a record of the conclusions reached.

11.4. *References to the Union Public Service Commission:* References to the Union Public Service Commission will normally be made in the form of letters addressed to the Secretary.

11.5. *Correspondence with Members of Parliament / Assembly :*

- (1) Communications received from Members of Parliament / Assembly should be attended to promptly.
- (2) Where a communication is addressed to a Minister, it should as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued over the signature of an officer not below the rank of Under Secretary.

(3) Where, however, a communication is addressed to the head of an Attached or subordinate office, it should be replied to by the addressee himself. In routine matters not involving question of policy he may send an appropriate reply on his own. In matters involving questions of policy, however the officer should have prior consultation with higher authorities before sending a reply.

(4) Normally information sought by a Member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament/Assembly.

(5) As far as possible, in corresponding with Members of Parliament/ Assembly, pre-printed or cyclostyled replies should be avoided.

11.6. *Acknowledgments and interim replies:* (1) All communications from Members of Parliament / Assembly recognised associations, public bodies and members of the public generally, which cannot be answered promptly will be acknowledged suitably. If any such communication is wrongly addressed to a department, it will be transferred promptly to the appropriate department under intimation to the party concerned.

(2) In all other cases in which delay is anticipated in sending out a final reply, an interim reply will be sent to the party concerned at the earliest possible stage, indicating wherever possible the approximate date by which a final reply may be expected.

11.7. *Target date for replies:* In all important matters in which State Governments, departments of the Central Government or other offices, public bodies or individuals are consulted, timelimit for replies may ordinarily be specified. On the expiry of the specified date, orders of the appropriate authority may be obtained whether the parties whose replies have not been received, may be allowed an extension of time or whether the matter may be proceeded with, without waiting for their replies.

CHAPTER—XII

DRAFTING OF COMMUNICATIONS

12.1. Procedure for drafting: (1) No draft will normally be prepared in simple and straight-forward cases or those of a repetitive nature for which standard forms of communication exist. Such cases may be submitted to the appropriate officer with fair copies of the communication for signature.

(2) When the line of action is obvious and no noting need be done (*vide para 10.3*) or when noting is necessary but examination of the matter develops a clear line of action, a draft will be put up straight for approval; otherwise, a draft will be put up only after the appropriate officer has indicated or approved the line of action and/or what the contents of the communication should be.

(3) Once he has formulated his views on a case, an officer who is authorised to take a decision thereon, may have the fair communication made for his signature and authorise its issue; otherwise, he will prepare a draft and submit it to the appropriate higher officer for approval.

(4) The officer approving the issue of a draft will append his initials thereto with the date in the margin of each page of the draft. It is also expected of him that he passes orders on the file simultaneously whether the draft so approved should be kept on the file (along with the office copy of the communication issued in fair) or not.

12.2. General instructions for drafting: (1) A draft should carry the message sought to be conveyed in a language that is clear, concise and incapable of misconstruction.

(2) Lengthy sentences, abruptness, redundancy, circumlocution, superlatives and repetition, whether of words, observations or ideas, should be avoided.

(3) Communications of same length or complexity should generally conclude with a summary.

(4) Where appropriate, the subject should be mentioned in communications (including reminders).

(5) The number and date of the last communication in the series, and if this is not from the addressee, his last communication on the subject, should always be referred to. Where it is necessary to refer to more than one communication or a series of communications, this should be done in the margin of the draft.

(6) All drafts put up on a file should bear the file number. When two or more communications are to issue from the same file to the same addressee on the same date, a separate serial number may be inserted before the numeral identifying the year to avoid confusion in reference, e.g. 8/5(I)/82-Est., 8/5(II)/82-Est.

(7) A draft should clearly specify the enclosures which are to accompany the fair copy. In addition, short oblique lines should be drawn at appropriate places in the margin for ready reference by the typist, the comparers and the dispatcher. The number of enclosures should also be indicated at the end of the draft on the bottom left of the page thus—‘Encl. 3’.

(8) If copies of an enclosure referred to in the draft are available and are, therefore, not to be typed, an indication to that effect will be given in the margin of the draft below the relevant oblique line.

(9) If the communication to be despatched by post is important (e.g., a notice cancelling a licence or withdrawing an existing facility) or encloses a valuable document (such as an agreement, service book or a cheque) instructions as to whether it should be sent through registered post or in an insured cover, or under a certificate of posting, will be given on the draft by the Superintendent concerned with its issue.

(10) The name, designation and telephone number of the officer, over whose signature the communication is to issue, should invariably be indicated on the draft.

(11) In writing or typing a draft, sufficient space should be left for the margin and between successive lines to admit of additions or inter-polation of words, if necessary.

(12) A slip bearing the words ‘Draft for approval’ should be attached to the draft. If two or more drafts are put up on a file, the drafts as well as the slips attached thereto will be marked ‘D.F.A. I’, ‘D.F.A. II’, ‘D.F.A. III’, and so on.

(13) Drafts which are to issue as ‘Immediate’ or ‘Priority’ will be so marked under the orders of an official not lower in rank than a Superintendent.

(14) The officer concerned will initial on the draft in token of his approval.

12.3. Addressing communications to officers by name: Normally no communication, other than that of a classified nature or a demi-official letter, should be addressed or marked to an officer by name, unless it is intended that the matter raised therein should receive his personal attention either because of its special nature, urgency or importance, or because some ground has already been covered by personal discussion with him and he would be in a better position to deal with it.

CHAPTER—XIII

ISSUE OF DRAFTS

13.1. *Marking of drafts for issue:* After a draft has been approved, the Superintendent will—

- (1) examine the draft to see that it is letter-perfect i.e. all corrections, etc., have been properly carried out and that there are no accidental errors;
- (2) indicate if a clean copy of the draft is to be made for use as office copy;
- (3) specify the number of spare copies required, if any;
- (4) ensure that copies of enclosures are attached to the draft where these are available in the section;
- (5) give clear indication on the draft, where a communication is to be despatched by a special messenger on account of its special nature, importance or urgency. If any papers are to be despatched by special messenger or issued under registered post or under postal certificate or as express delivery, necessary instructions should be given on the draft while marking it for issue. Cheques, bills, agreements, service books, notices or any other valuable documents should always be sent under registered post, acknowledgment due, and where necessary, under an insured cover.
- (6) mark the draft for 'issue' (if there are more than one draft for issue from the same file, indicate the total number of drafts, e.g. 'issue 3 drafts');
- (7) mark the file to the typist of the department for typing the draft etc., and pass on the file to the diarist (for noting movement); and
- (8) mark the file for recording it in a case where the issue of said communication constitutes final disposal of the case under consideration.

13.2. *Fairing of approved drafts—* All stages of action, after the approval of drafts ending with signing of fair communications will be performed in the section except where centralised typing pool exists.

13.3. *Procedure to be followed in sections—*(1) Superintendent while marking the draft for typing and before passing on the file to the diarist, will ensure that clear indication has been given where copies of any papers contained in any file are to be typed as enclosure.

(2) The diarist will:

- (a) enter the number of the file marked for recording as per para 13.1 (8) in column 2 of the 'register' for watching the progress of recording (Appendix 22); and
- (b) pass on the file to the typist.

(3) The approved draft will be fair typed, compared and got signed. General instructions regarding typing given in para 13.4 will be observed.

(4) On return of signature pads, the Superintendent will see that fair copies have been duly signed by the officer and make sure that corrections, if any, made while signing are carried out in all copies.

(5) The signed fair copies, together with office copies, drafts and relevant file/files will then be passed on to the diarist.

(6) The diarist will—

- (a) enter the number of the fair communications and office copies in messenger book; and
- (b) send the fair communications and office copies, along with messenger book, to the despatcher of the central issue section at appropriate intervals during day.

(7) The despatcher will:

- (a) remove the fair communications and office copies; and (b) acknowledge receipt in the messenger book.

13.4. General instructions regarding typing—(1) Urgent drafts will be attended to first.

(2) Fair copies of all communications will be typed on paper of suitable size, printed forms being used as far as possible. If plain paper is used, whether for the original communication or for an endorsement, the name of the issuing department will be typed at the appropriate place.

(3) A margin of 4 cm. should be left on the left hand side of the front page and on the right side of the reverse.

(4) Marginal entries, unless they are very small should be inserted in an indenture which should be demarcated by a line ruled or typed on the top/bottom and the side of the indenture facing the body of the communication.

(5) The name of the officer who is to sign the fair copy should be typed in brackets above his designation. In demi-official letters, the designation will not be given below the name. The name and designation in such cases will appear on the top left hand corner of the D.O. letter form and only the name should be typed in brackets below the space signature meant for complimentary close. The name and address of the addressee should be typed at the bottom left hand corner.

(6) Fair copies will be typed with single spacing unless otherwise directed.

(7) The oblique lines, as also the number of enclosures indicated in the drafts, will be typed at the appropriate places.

(8) No stencil will ordinarily be cut unless more than 12 copies of a communication are required.

(9) The typist will type his initials with date in the left hand bottom corner of the fair copy e.g. HCK/13-5-1987.

13.5. Procedure where centralised typing pool exists: Steps from the marking of drafts for issue upto the stage of signing of fair communications under a centralised typing arrangement have been laid down in paras 13.6 to 13.11

13.6. Marking of drafts—(1) Superintendent while marking the drafts for issue and before passing on the file to the diarist will write the words 'with file' on the draft where the file also is to be sent to the central issue section e.g., where copies of any paper contained therein are to be typed as enclosures.

(2) The diarist will—

(a) enter the file number of the file 'marked for record' [as per para 13.1 (8)] in column 2 of the register for watching the progress of recording (Appendix 22);

(b) remove the draft, unless the file itself is to be sent to the central issue section, place it in the pad prominently marked 'drafts for issue' and make suitable entry (e.g. sent for issue on 7-4-87) in the margin of the notes portion of the file;

(c) mark the movement of the file in the file movement register [para. 14.8 (1) and Appendix 17], where the file is to be sent with the draft;

(d) enter the numbers of drafts of communications and of the files (if the files are to be sent along with the drafts of communications) in the messenger book.

(e) send these to the central issue section at appropriate intervals during the day; and

(f) report to the Superintendent at the end of each day, the number of drafts not received back within two days from the date of those were sent to the central issue section.

(3) The receipt of the drafts of communications in central issue section will be acknowledged in the messenger book and the messenger book returned to the section concerned.

13.7. Stamping of drafts: On receipt in the central issue section, the drafts will be stamped with the use of an automatic numbering machine having an adjustable date, as per specimen below:

Date
Sl. No.....
Typist
Comparers

13.8. Distribution of work among typist: (1) The drafts will then be placed before the Superintendent of central issue section who will mark them to the typists for fair copying by indicating their initial letters (e.g., TKM) in the space provided in the stamp for the purpose. To enable him to distribute the typing work among the typists equitably, he will maintain a distribution chart (Appendix 10).

(2) The typist will enter in the typist's diary (Appendix 11) the drafts received by him for typing.

(3) The drafts will be typed in accordance with the instructions in para.13.(4). Thereafter at the end of the day, the typist will submit the diary, together with the unfinished typing work, to the Superintendent.

(4) The Superintendent will:

(a) complete the distribution chart;

(b) arrange for the typing of urgent untyped work outside office hours, where necessary; and

(c) take the arrears into account in allocating fresh work on the next working day.

13.9. Registration of draft: (1) Before the drafts are handed over to the typists, these will be entered in the issue diary (Appendix 12).

(2) Drafts of telegrams and other communications marked 'Immediate' will be entered in red ink to distinguish these from the rest.

(3) At the end of the day, the clerk maintaining the issue diary will submit his diary to the superintendent for assessing arrears and for taking appropriate action.

13.10. Comparison: The typed matter, along with the drafts and relevant files, if any, will be passed on by the typists to the dealing hands who will :

(1) compare and check the fair copies with the draft;

(2) initial (with date) in the space provided for the purpose in the stamp affixed on the draft in token of his having checked the fair copies;

(3) attach enclosures, if any, and write the word 'attached' below the oblique line on the office copy; and

(4) send the fair copies, along with enclosures and the duplicate office copy, if any, together with the approved drafts, in a signature pad to the officer concerned for signature (*vide* para 13.11).

13.11. Signing of fair communications: (1) Signing of fair communications and movement of 'signature pads' Will receive prompt attention.

(2) On return of signature pads, the Superintendent will see that the fair copies have been duly signed by the concerned officer and that corrections, if any, made while signing are carried out in all the copies. The signed fair copies together with office copies, drafts and relevant files, if any will then be passed on to the despatcher.

13.12. Issue of signed communications: The despatcher of the central issue section will:

(1) make sure that the fair copies have been duly signed;

(2) date the fair copy, office copy and spare copies, if any;

(3) affix the stamp 'Issued' (after adjusting date) as per specimen given below on the office copy and initial it:

ISSUE
Initials
(Date)

(4) where for any reason an enclosure has to be sent separately, make a note to that effect on the communication (both fair copy and office copy) and attach a slip to the enclosure indicating the number and date of the communication to which it relates;

(5) separate the communications to be sent by post and those to be delivered by hand for further processing in accordance with paras 13.13 A and 13.13 B.;

(6) enclose communications meant for despatch by post or those addressed to officers by name, in covers of appropriate size, ensuring at the same time that all communications intended for the same addressee are placed in a single cover;

(7) As far as possible the Central Registry Section will send out the fair copies to the addresses on the same date. In no case, any out-going communications will be detained for more than 24 hours.

(8) Use economy slips for all covers except:

- (a) those with bulky contents;
- (b) those addressed to foreign governments/private bodies and members of the public;
- (c) those intended for despatch under registered or insured covers;

(9) where window envelopes are in use, fold the fair communications in such a way that the address typed thereon is visible through the window;

(10) where other covers are used, write the address and the number of the communication on an economy slip or the cover, as the case may be; and

(11) bring to the notice of the superintendent;

- (a) urgent communications which could not be despatched on the day of their receipt;
and
- (b) ordinary communications which could not be despatched even on the day following the day of their receipt.

13.13 A. *Despatch of postal communications:* (1) The despatcher will hand over communications to be sent by post to the peon, who will:

- (a) separate those to be sent by foreign post from the rest;
- (b) paste the telegrams, if typed on plain paper, over the printed form of telegram supplied by the Posts and Telegraphs Department and affix service postage stamps of the appropriate value thereon;
- (c) if a credit deposit account is maintained for issuing telegrams affix rubber-stamp indicating the credit deposit account number assigned to the department in the space provided for affixing postage stamps;
- (d) affix postage stamps of the appropriate value on covers, packets etc., where necessary after weighing them, using ordinary postage stamps for foreign post and service postage stamps for inland post;
- (e) where postal franking machines are in use, frank the covers, etc., instead of affixing postage stamps;
- (f) stamp the covers with a rubber-stamp bearing the name of the department, the name and designation of the officer in charge of the central issue section and the facsimile of his signature; and
- (g) return the communications to the despatcher.

(2) The despatcher will enter the particulars of the communications and the value of stamps affixed thereon in the despatch register (Appendix 13).

(3) In the case of telegrams, the serial number assigned to them in the despatch register will be noted at a convenient place on the top receipt portion of the printed telegram form to facilitate the linking of the telegram receipts to the relevant entries in the despatch register.

(4) Departments despatching registered post exceeding a daily average of 10 will use postal registration books so that the outgoing registered communications could straightway be entered in that book instead of in the despatch register. Each entry in such a book will then be stamped by the post office.

(5) If a communication is to be sent by registered post (acknowledgment due), the number of the communication will be written on the 'acknowledgment card' also so that, when received back, it can be sent to the section concerned.

(6) Telegrams will be despatched promptly. Registered and insured articles will be sent to the post office well before the closing hour prescribed for the receipt of such articles. Other communications will be posted at convenient intervals.

(7) Receipts for telegrams, registered and insured post, etc., will be checked carefully by the despatcher. These will be filed properly for reference in the event of need.

(8) In offices where despatch work is heavy and where central despatch registers are maintained in detail, the procedure for maintenance of service postage stamps account will be as given in Appendix 13A.

13.13. B. *Despatch of non-postal communications*: (1) Non-postal communications will be sorted out according to the location of the addressees, entered in messenger books and handed over to messenger for delivery to the addressees.

(2) Messenger books will be numbered serially and an adequate number of such books allotted to each department / office or several departments / offices grouped conveniently according to their location.

(3) Urgent communications will be despatched promptly. The time of despatch will invariably be noted in the messenger book. The recipients will similarly be required to indicate the time of their receipt. Ordinary communications will be despatched at least twice a day at suitable intervals.

(4) Only urgent communications will be despatched outside office hours. No communication will be sent to an officer at his residence unless:

- (a) it is of such a nature that action thereon cannot wait till the commencement of the next working day;
- (b) it is marked 'immediate' and addressed to the officer by name; and
- (c) its delivery to the officer's residence has been authorised by the officer concerned at the despatching end.

(5) After the communications have been delivered, the despatcher will examine the messenger books to see that all the communications entered therein have been duly acknowledged by the recipients under dated signatures written in ink. Instances where the communications have not been acknowledged will be immediately brought to the notice of the Superintendent of the central issue section for investigation and further suitable action.

13.14 A. *Return of papers*: After issue of fair communications the despatcher will make over office copies, together with drafts and relevant files, if any, to the clerk maintaining the issue diary. The latter will return the papers to the diarist of the sections concerned after making entries in column 3 of the issue diary.

13.14. B. *Issue of inter-departmental notes* : (1) Drafts of self-contained inter-departmental notes will be issued in the same manner as any other draft.

(2) Inter-departmental notes sought to be recorded on files will be fair typed and compared in the sections concerned but despatched through the central issue section.

(3) Before sending the files to the central issue section for despatch the diarist will ;

(a) mark the movement in the file movement register in the case of section's own files, and in the section diary in other cases;

(b) in respect of section's own files, prepare a receipt in duplicate and place one copy on the file and make over the other to the dealing hand concerned ;

(c) enter the file in the messenger book ; and

(d) send it to the despatcher of the Central issue section.

(4) The despatcher will :

(a) remove the file for despatch to the addressee;

(b) acknowledge its receipt in the messenger book; and

(c) return the messenger book to the section concerned.

13.14 C. *Stamps account register* : (1) The despatcher will maintain an account of the postage stamps in the form given in Appendix 14.

(2) The Superintendent will check the entries made in the register every day and append his dated signatures in token of his having done so. He will also conduct surprise test checks of envelopes ready for despatch by post to make sure:

(a) that the value of stamps affixed thereon tallies with that shown in the despatch register; and

(b) that the required value has been secured by using, the minimum number of stamps of appropriate higher denominations.

(3) The officer in-charge of the central issue section will also inspect the two registers once a month and verify that the value of stamps in hand tallies with that shown in the register.

13.15. Action after issue: (1) On receipt of papers after issue, the diarist will :

- (a) check that the office copies bear the stamp 'issued';
- (b) make sure that the files and other papers sent with the drafts to the central issue section have been received back;
- (c) make entries about the return of files in the file movement register;
- (d) place office copies, with drafts, if any, on the relevant files; and
- (e) pass on the files to the dealing hands concerned.

(2) The dealing hand will :

- (a) docket the communication(s) issued along with the original of the approved draft (s) where so required.
- (b) examine whether the case is fit for inclusion in weekly statement of important cases, to be submitted to the Minister/Chief Minister and the Lieutenant-Governor in accordance with departmental instructions after obtaining orders of the appropriate officer;
- (c) initiate action to record the file where it has been marked for record by the Superintendent [*vide* para 13.1(8)];
- (d) if a reply to communication issued, is to be awaited or further action on the file is to be resumed at a later date—
 - (i) mark the file for being brought forward on that date ;
 - (ii) make a note of it in the engagement calendar and diary on the relevant date; and
 - (iii) pass on the file to the diarist for recording its movement in the file movement register *vide* para 14.8 and keeping a note in the reminder diary *vide* para 17.5. [Similar action will be taken also on duplicate copies of receipts in respect of files referred to other departments *vide* para 13. 14B (3)(b)].

13.16. *Reference lists* : (1) To facilitate quick despatch of papers the central issue section will maintain the following lists and directories :

- (a) residential addresses and telephone numbers of officers and staff of the department ;
- (b) departments which have arrangements within the central registry for receipt of dak outside office hours (with name and telephone number of the official in-charge) :

- (c) residential addresses and telephone numbers of officers of other departments designated to receive urgent dak outside office hours [*vide* para 8.1 (2) (b) (ii)].
- (d) residential addresses and telephone numbers of officers of other departments designated to receive Parliamentary/Legislative Assembly papers.
- (e) postal addresses of all offices under the department, attached offices, subordinate offices, autonomous bodies, etc., which deal directly with it ;
- (f) telegraphic addresses of Central/State Governments/Union territories and other outstation offices frequently addressed; and
- (g) Schedule of postal rates.

(2) These lists, etc., will be kept up to date and displayed prominently for easy consultation by the dispatcher, the resident clerk and other officials on duty.

CHAPTERXIV

FILING SYSTEM

14.1 *Filing System* — A proper filing system is essential for convenient identification, sorting, storage and retrieval of papers. The two systems that are being followed in this Administration are described below:

14.2 *Filing system based on subject classification in Non-Secretariat Departments* :—(1) Each section will maintain approved lists of:

- (a) standard heads, *i.e.* main subject headings concerning it; and
- (b) standard sub-heads, *i.e.* aspects of the main subject headings.

(2) The standard heads will bear consecutive serial numbers. No such numbers, however, will be allotted to standard sub-heads.

(3) The lists of standard heads and sub-heads will be reviewed at the beginning of each year and revised, if necessary, with the approval of the officer concerned. The serial numbers once allotted to the standard heads should not ordinarily be changed. A new head may be added to the lists during the course of the year, if found necessary in consultation with the Superintendent.

(4) Before opening a new file, the dealing hand will ascertain the standard head to which the paper under consideration relates. He will then propose a suitable title of the file for the approval of the Superintendent. The title will consist of:

- (a) standard head;
- (b) sub-head which will be more indicative of the precise subject than the 'head', (where it is necessary to have more than one sub-head in a title the wider and more abstract should generally precede the narrower and more concrete); and
- (c) a brief content indicating the question or issue under consideration in relation to the standard head and sub-head and where necessary, the specific institution, person, place or thing involved.

(5) The title should be as brief as possible but should give at a glance sufficient indication of the contents of the file so as to serve as an aid to its identification. It should be articulated, i.e. broken up into components, each consisting of the minimum possible substantive words and expressing an element in the subject matter. Each part will begin with a capital letter and will be separated from the preceding one by a bold dash.

(6) As far as possible, there should be a separate file for each distinct aspect of the subject. The title of a file should not be couched in very general or wide terms which might attract large number of receipts on different aspects of the matter, thereby making the file unwieldy:

(7) If the issue raised in a fresh receipt or in note on a current file goes beyond the original scope, a new file may be opened to deal with it after placing the relevant extracts or copies thereon.

(8) Every file will be assigned a file number which will consist of:

- (a) the serial number allotted to the standard head;
- (b) the serial number of the file opened during the year under the standard head;
- (c) the year of opening the file (last two digits only); and
- (d) an abbreviated symbol identifying the section.

The first three elements in the file number will be separated from one another by a slant stroke and the last two by a dash. Thus, files opened in say, Scientific Research section during 1982 under the standard head bearing serial number '3', will be numbered consecutively as 3/1/82-SR, 3/2/82-SR and so on, where 'SR' represents the section.

14.3. *Functional filing system in Secretariat Departments and in all offices where ex-officio Secretariat status has been conferred:*—(1) In this system the range and dimensions of the subjects falling under the scope of business allocated to a department are analysed in the following sequence:

- (a) the main functions of the department;
- (b) the activities in each of these functions;
- (c) the aspects or operations involved in each of these activities; and
- (d) the factors to be taken into consideration relating to each of these aspects or operations.

(2) The scope of business of a department is thus analysed under four hierarchical divisions, and accordingly the following four standard lists of headings are prepared:

- (a) functional heads which may be called 'basic heads';
- (b) activity heads which may be called, 'primary heads' as related to each functional head;
- (c) aspect or operation heads which may be called 'secondary heads' as related to activity heads; and
- (d) factor heads which may be called 'tertiary heads' as related to aspects or operation heads.

(3) Based upon the above lists of heads, a functional file index for the various substantive subjects dealt with by a department together with an identifying file numbering system is then developed in accordance with Appendix 15 which explains the essentials of such a system.

(4) For opening files relating to establishment, finance, budget and accounts, office supplies and services, and other house-keeping jobs common to all departments, the standardised functional file index including its filenumbering system, issued by the Department of Personnel & Administrative Reforms will be followed.

14.4 *Instances where files need not be opened*—Normally, no new files will be opened for dealing with receipts of a purely routine nature (e.g., requests for supply of unclassified factual information, notices of holidays, miscellaneous circulars) which:

(1) can be disposed of straightway by noting the reply on the source receipts and returning them to the originators; or

(2) are unlikely to generate further correspondence and therefore can be placed in a miscellaneous file to be destroyed at the end of the year or placed in the folder of circulars, etc., on the subject.

14.5 *File register*—A record of files opened during a calendar year will be kept in a file register (Appendix 16) to be maintained by the diarist. A list of approved standard heads along with the serial numbers identifying them should be pasted at the beginning of the register. The pages allotted to the standard heads in the register should also be indicated against each.

14.6 Part file:—(1) If the main file on a subject is not likely to be available for some time and it is necessary to process a fresh receipt or a note without waiting for its return, a part file may be opened to deal with it. This device may also be resorted to where it is desired to consult simultaneously two or more sections or officers and it is necessary for each of them to see the receipt noted upon.

(2) A part file will normally consist of:

- (a) The original “Paper under consideration” or its copy and other essential papers on the “Correspondence” side;
- (b) The note or notes recorded or to be recorded on the “Paper under consideration” or a copy thereof on the “Notes” side;

(3) Where two or more part files are opened, each will be identified by a distinct number, e.g. part file I, part file II and so on.

(4) A part file will be incorporated with the main file as soon as possible duplicate papers, if any, being removed. Numbering of pages both on “Notes” and “Correspondence” portion of a part file should be done in pencil as the part file is intended to serve a temporary purpose. On amalgamation, the temporary numbers of serials, pages etc., of the part file should be replaced by the chronological numbering of the main file.

14.7 Transfer, reconstruction and renumbering of files:—Whenever work transferred from one department/section to another, the former will promptly transfer all the related records including files, both current and closed, to the latter. The department/section taking over the records will not divide, reclassify or renumber the closed files transferred to it. In the case of current files, the endeavour should be to close them at the earliest possible stage and to open new files according to the department’s/section’s own scheme of classification for dealing with the matter further.

14.8 Movement of files and other papers:—(1) Movement of files will be entered in the file movement register (Appendix 17).

(2) When current files are linked as per para 10.17 the movement of the linked files will be marked in the space allotted in the file movement register for the file with which these are linked and also individually in the space allotted in the file movement register for each of the linked files in the manner illustrated in notes 2 and 3 under Appendix 17.

(3) When recorded files are put up with a file, the movement of the recorded files will be marked in the space allotted in the file movement register for the file with which these are put up in the manner illustrated in note 4 under Appendix 17. It will also be ensured that the procedure regarding requisitioning of recorded files as laid down in para 15.13 is observed.

(4) Movement of files received from other departments/sections and other receipts which have not been brought on to a file in the receiving section will be noted in the 'remarks' column of the section diary.

(5) No current file be issued to other sections except against written requisition and after marking its movement in the file movement register.

(6) Files and other papers marked by the Deputy Secretary/Under Secretary or Officers to other Officer, sections or departments will be routed through the section for noting their movement.

(7) When the files are handed over personally by the Deputy Secretary/ Under Secretary/Officer to other offices etc., he will inform the Superintendent accordingly who will ensure that the movement of such file is marked in the file movement register.

(8) The personal staff of officers of the rank of the Deputy Secretary and above will maintain the movement of papers received by their officers in the respective personal section diary (Appendix 6A). Movement of any file handed over personally to a higher officer or to the minister will similarly be noted by the personal staff. Papers/Files marked by them to other departments, however, will be routed through the section concerned, for noting their movement in the file movement register or section diary as appropriate.

CHAPTER XV

INDEXING AND RECORDING

15.1 *Stage of indexing:*—Files will be indexed at the time of their recording. Only those files which are categorised as ‘A’ and ‘B’ and those in the ‘C’ category which are to be retained for 10 years (vide para 15.8) will be indexed.

15.2 *Manner of indexing:*— (1) While preparing a file for record (vide para 15.9) the dealing hand will underline :

- (a) the ‘index head’ i.e. the standard head or the most important catch-word in the standard head which will naturally occur to any official searching for the file and which will determine the position of the relevant index slip in the consolidated index; and
- (b) the ‘index sub-head’, i.e. the catch-word or catch-words in the standard sub-heads and/or the ‘content’ of the title which will give a further and more specific clue to the file under search.

(2) Where the functional filing system is followed, files need not be indexed under the basic, primary, secondary and tertiary heads for which the classification scheme itself will provide the master index. However, such files will have to be indexed under the catch-words used in the ‘content’ part of the title which falls outside the standardised headings.

(3) After index heads and sub-heads in the title have been approved by the Superintendent, the record clerk will:

- (a) type out, in duplicate, as many index slips as there are index heads and sub-heads underlined in the title;
- (b) distinguish the index heads from the sub-heads by typing the former in capital letters;
- (c) indicate at the top of the index slips all the heads and sub-heads mentioned in the title, one below the other, followed by the complete title of the file and the file number, as per specimens in Appendix 18.
- (d) allot a pair of slips to each index head and sub-head by scoring out entries relating to the others as per specimens in Appendix 18;
- (e) arrange the index slips in two sets, one in alphabetical order of the heads/sub-head for use in the section, and the other in the sequence of file numbers for the use of the compiler of the departmental index;

- (f) keep each set of paper index slips in separate spring clip folders for each year; and
- (g) indicate the date of indexing on the file cover and initial it in the space provided for the purpose.

(5) Index slips will normally be typed on good quality paper. In the case of important files requiring frequent and urgent reference, however, card indexes could also be prepared. Even here, the duplicate set meant for incorporation in the departmental index will be typed on good quality paper. Card indexes where maintained, will be kept according to an alphabetical order of their respective catch-words, in a single series for all the years. Each department will issue departmental instructions specifying the classes of files in respect of which card indexes will be maintained.

(6) To ensure consistency and facilitate consolidation of departmental index, files relating to Parliamentary/Assembly business will be indexed not only under the appropriate standard heads and sub-heads but also, under the nature of such business, e.g., Parliament/Assembly questions, cut-motions, resolutions, etc.

15.3 *Custody of index slips* :— (1) Index slips will remain in the custody of the record clerk.

(2) After all the files relating to a year have been recorded, the set of index slips in respect of that year meant for use within the section (*viz.* that arranged in alphabetical order) will be neatly stitched and the stitched compilation kept at a convenient place for reference by all concerned.

15.4 *Compilation of Departmental index*:— (1) The index slips pertaining to files relating to a year will be sent to the compiler of the departmental index one year after the close of the year to which they relate. If some files of that year still remain current even at that time of sending the index slips as envisaged above, the dealing hand with the approval of the Superintendent will prepare index slips in respect of such files as are likely to be retained for 10 years or more from the date of recording. These will also be added to the set of slips being sent the compiler of the departmental index.

(2) The compiler of the departmental index will:

(a) edit the index slips by:

- (i) allowing the full title to appear only on the main index slips, i. e. those indexed under the index heads; and

- (ii) scoring out the title on the subsidiary index slips, i.e. those indexed under the index sub-heads and giving a cross reference to the relevant 'index head', as per specimen in Appendix 18;
- (b) arrange the index slips received from different sections, in alphabetical order in a single series for the department as a whole; and
- (c) arrange for the printing or cyclostyling of the consolidated departmental index for each year.

15.5 Precedent book:—Every section will maintain a precedent book in the prescribed form (Appendix 19) for keeping note of important rulings and decisions having a precedent value for ready reference. Entries in this record will be made at the earliest opportunity and, in any case, at the stage of recording the file.

15.6 Record retention schedule—(1) To ensure that files are neither prematurely destroyed, nor kept for periods longer than necessary, every department will:

- a) in respect of records connected with accounts, observe the instructions contained in Appendix 13 to the General Financial Rules;
- b) in respect of records, relating to establishment, personnel and housekeeping matters common to all departments, follow the 'Schedule of periods of retention for records common to all departments' issued by the Department of Personnel and Administrative Reforms;
- c) in respect of records prescribed in this Manual, observe the retention periods specified in Appendix 20; and
- d) in respect of records connected with its substantive functions issue a departmental retention schedule prescribing the periods for which files dealing with specified subjects should be preserved, in consultation with the Pondicherry Archives.

(2) The above schedules should be reviewed at least once in 5 years.

15.7 Stage of recording:—Files should be recorded after action on the issues considered thereon has been completed. However, files of a purely ephemeral nature containing papers of little reference or research value may be destroyed after one year without being formally recorded.

15.8 *Classification of records:* —Files may be recorded under any one of the following classes:

(1) Class ‘A’ meaning “*keep and print or microfilm*” —This classification will be adopted for.

(a) files of historical importance such as those listed in Part ‘B’ of Appendix 21; and

(b) files which qualify for permanent preservation for administrative purposes (*vide* part ‘A’ of Appendix 21) and which have to be printed or microfilmed because they contain:

(i) a document so precious that its original must be preserved intact and access to it in the original form must be restricted to the barest minimum; or

(ii) material likely to be required for frequent reference by different parties.

(2) *Class ‘B’ meaning ‘keep but do not print or microfilm’*—This class will cover files required for permanent preservation for administrative purposes, such as those listed in part ‘A’ of Appendix 21, but not containing material of the kind mentioned in (i) or (ii) of sub-para 1 (b) above.

(3) *Class ‘C’ meaning ‘keep for specified period only’*—This class will include files of secondary importance and having reference value for a limited period not exceeding 10 years.

15.9 *Procedure of recording:*—(1) After the file has been marked for record by the Superintendent, the dealing hand will;

(a) suggest the appropriate classification of record (*vide* para 15.8) and in the case of class ‘C’ files, also specify the retention period and the year of review;

(b) where necessary, revise the title of the file so that it describes adequately the contents at that stage;

(c) underline the words under which the title should be indexed (*vide* paras 15.1 and 15.2) ;

(d) indicate on the file cover whether any of the decisions contained in the file is or is not to be noted in the precedent book by scoring out the entry not applicable;

- (e) indicate the changes, if any, to be incorporated in the standing guard file;
 - (f) remove from the main file, routine papers such as those described in para 10.14 (3) ;
 - (g) in respect of class 'A' files proposed to be and printed edit the file in accordance with the standing instructions, suggest the number of copies to be printed;
 - (h) complete all references and in particular, mark previous and later references on the subject on the file cover;
 - (i) initial the entries on the file cover; and
 - (j) submit the file to the Superintendent.
- (2) After satisfying himself that no action is pending on the file, the Superintendent will:
- (a) approve or modify the action proposed in (b) to (g) of sub-para 1;
 - (b) ensure that action in respect of (h) and (i) of sub-para (1) has been taken;
 - (c) sign on the notes portion and initial entries on the file cover;
 - e if the file is proposed to be recorded under class 'A', obtain the approval of the officer; and
 - f pass on the file to the record clerk.
- (3) The record clerk will;
- (a) complete columns 4 and 5 of the file register and, where necessary, correct the entry in column 2 thereof;
 - (b) enter the file number in column 2 of the register for watching progress of recording (Appendix 22);
 - (c) enter class 'C' files proposed to be retained for not more than 3 years in the record review register (Appendix 23);
 - (d) write the word 'recorded' prominently in red ink, across the entries in the file movement register;
 - (e) ink page numbers and other references (except references to alphabetical slips) made in pencil;
 - (f) indicate the year of review on the file cover in respect of class 'C' files;
 - (g) prepare fresh cover, where necessary, with all the entries already made thereon;
 - (h) hand over the file to the Peon/Attender after putting the initials at the appropriate place on the file cover.
- (4) The Peon/Attender will repair the damaged papers, if any, stitch the file and submit it to the Superintendent.
- (5) After satisfying himself that the file has been properly recorded, the Superintendent will sign the outer cover and return the file to the record clerk.
- (6) The record clerk will enter the file number in column 4 of the register at Appendix 22 and make it over to the Peon/Attender for being kept in the bundle of recorded files.

15.10. *Custody of records*:—(1) Recorded files will be kept serially arranged in the sections concerned for not more than 3 calendar years. Thereafter they will be transferred to the departmental record room. For locating files due for such transfer the register at Appendix 22 will be consulted.

(2) In the event of transfer of work from one section to another, the relevant files also will be transferred, after being listed in duplicate in the form at Appendix 24. One copy of this list will be retained by the section taking over the files for its record and the other acknowledged and returned to the section transferring them.

(3) Files transferred by a section to the departmental record room will be accompanied by a list of files (Appendix 24) in duplicate. The departmental record room will verify that all the files mentioned in the list have been received, retain one copy of the list and return the other, duly signed, to the section concerned. In the record room, these lists will be kept section wise in separate file covers.

(4) The departmental record room will maintain a record review register in which a few pages will be allotted for each future year. Class 'C' files marked for review in a particular year will be entered in the pages earmarked for that year in the register.

(5) Files surviving the review undertaken on their attaining the 25th year of life [*vide* para 15.11(3)] will be stamped prominently as transferred to Pondicherry Archives. Files transferred to the Pondicherry Archives will be accompanied by a list of files (Appendix 24), in triplicate, one copy of which will be returned by the Pondicherry Archives, duly signed, to the departmental record room.

15.11 *Review and weeding of record*—(1) No file other than ephemeral files mentioned in para 15.7 will be weeded out without first reviewing its contents.

(2) A class 'C' file will be reviewed on the expiry of the specified retention period, and depending on the merits of the case, will be:

- (a) weeded out; or
- (b) retained for a further period not exceeding 10 years from the year of its closing, at the end of which it will be weeded out without any further review; or
- (c) upgraded to class 'B' with the approval of the branch officer.

(3) Class 'A' and Class 'B' files will be reviewed on attaining the 25th year of their life in consultation with the Pondicherry Archives. In these reviews, the need for revising the original classification of class 'B' files may also be considered.

(4) The year of review of class 'C' files be reckoned with reference to the year of their closing and that for class 'A' and class 'B' files with reference to the year of their opening.

(5) Beginning in January each year, the record clerk will consult the record review register and submit files due for review in the preceding year to the Superintendent, after scoring out the relevant entries in that register. Similarly, the departmental record room will send to the sections concerned files due for review in the preceding year together with a list of files, in the form at Appendix 25.

(6) Files received for review will be examined by, or under the directions of the Superintendent concerned and those no longer required will be marked for destruction. Other files may be marked for further retention *vide* sub-paras (2) and (3).

(7) After review the record clerk will make entries of revised classification/retention period in the file register and return them to the departmental record room along with the List (Appendix 25) except in the case of less than 3 years old files which will be restored to the sectional record room *vide* para 15.10(1). If in

the case of a recorded file less than three years old, it has been decided on review to weed out, the entry to this effect in the file register will also be attested by putting the signature of Superintendent or other officer authorising destruction.

(8) The departmental record room will:

(a) transfer class 'A' and class 'B' files surviving the review Undertaken at the 25th year of their life *vide* sub-para (3) above, to the Pondicherry Archives:

(b) in the case of other files:

(i) destroy those marked for destruction, after completing column 4 of the list of files (Appendix 24):

(ii) restore the rest, i.e. those marked for further retention, to the departmental record stacks after making the required entries in the record review register in the case of class 'C' files.

(9) Records not falling within the category of files, e.g., publications spare copies of circulars, orders, will also be subjected to periodic reviews at suitable intervals and those no longer needed, should be weeded out. To facilitate such reviews each section will maintain a register in the form at Appendix 26.

15.12 *Records maintained by officers and their personal staff*:—Each department may issue departmental instructions to regulate the review and weeding out of records maintained by officers and their personal staff.

15.13 *Requisitioning of records*—(1) No recorded file will be issued from the sectional, departmental or Archival records except against a signed requisition in the case of Archival records and in the form at Appendix 27 in the case of other records.

(2) Requisitions for files belonging to other departments and in the custody of the Pondicherry Archives will be got endorsed by the department concerned before they are sent to the Archives. If the requisitioned file happens to be a confidential one, the Archives will not supply the file direct to the requisitioning department but route it through the department to which it belongs.

(3) The requisition will be kept in the place of the file issued.

(4) If the requisitioned file is one that has been microfilmed or printed normally a microfilmed or printed copy and not the original will be issued to the requisitioning department.

(5) If a requisitioned file initially obtained for being put up in one case is subsequently put up on another, a fresh requisition should be given to the section Peon/Attender or sent to the departmental record room or the Pondicherry Archives, as the case may be, for replacing the original requisition which will be returned to the party concerned. In the case of records obtained from the Pondicherry Archives, the fresh requisition slip will be prominently marked 'change slip'.

(6) On return, the requisitioned file will be restored to its place and the requisition returned to the section /official concerned.

(7) Files obtained by a section from the departmental record room will normally be returned within 3 months. If they are not received back within this period, the departmental record room will remind the section concerned. For this purpose, the record room will maintain a simple register for keeping a record of the files issued to the various sections each month. A similar register will be maintained by each section as a record of files borrowed from it by other sections.

(8) Files obtained by a department from the Pondicherry Archives will not normally be retained for more than 6 months except with the latter's specific knowledge and consent.

CHAPTER XVI

SECURITY OF OFFICIAL INFORMATION AND DOCUMENTS

16.1 *Meaning* ‘Security’ means the state of being safe. It also means protection from leakage of information and espionage.

16.2 *Necessity*: (i) In a Government office, the records and the documents which are handled, the information that is received and the decisions which are taken are often of great importance and interest to the country as a whole—may even to the whole world. ;

(ii) If certain types of information or decision involving high policy are known to interested persons or groups, it might—

- (a) endanger the very security of the country;
- (b) cause serious injury to the interest or prestige of the nation;
- (c) cause serious embarrassment to Government or an individual; and
- (d) be of great advantage to foreign nations especially those which are hostile to our country.

16.3 *Unauthorised communication of information*: Rule 11 of the Central Civil Services (Conduct) Rules, 1964 provides that no government servant shall _____ except in accordance with any general or special order of the government or in the performance in good faith of the duties assigned to him communicate directly or indirectly, any official document or any part thereof or information to any government servant or any other person to whom he is not authorized to communicate such document or information.

16.4 *Responsibility*: It is the responsibility and direct concern of every government servant, in whatever capacity he is employed, to safeguard the security of all classified information and papers to which he has access in the course of his official duties or which come into his possession in any other way. It is his duty to bring immediately to the notice of his superior officer, or the officer responsible for security in his department, any breach of security regulations in general and in particular, any disclosure of classified information, either deliberately or inadvertently of which he may have knowledge. No public office can function effectively if there is no guarantee of security in respect of its files, records and registers. It is the collective responsibility of all the officials working in the Government to protect its records and documents from being stolen, interpolated or damaged.

16.5 *Official Secrets Act, 1923* : It is a criminal offence under the Indian Official Secrets Act, 1923

- (a) to possess or communicate, without proper authority, classified information or document;
- (b) to receive any such information or document with the knowledge or with reasonable ground for the belief that it is communicated in contravention of orders;
- (c) to attempt to commit or abet the commitment of an offence as aforesaid.

16.6 *General Instructions:* (i) All communications received in a Department as well as the papers connected therewith are to be regarded as confidential as far as the public and Government employees other than those who are required to handle them in the course of their duties are concerned. Government servants are prohibited from communicating or making any reference, direct or indirect to any information acquired by them in the course of their official duties to unauthorised persons, unless its communication is authorised by a competent authority.

(ii) No member of the staff except one who is in the discharge of the official duties shall take spare copy of any writing in any document, which comes before him in his official capacity or to which he is allowed to have access.

(iii) Office notes shall be treated as confidential and should not be allowed to go out of the Branch /Office/Department or to be seen even by other staff of the Branch/Office/Department or by clerical staff who are not concerned with the file/note or any other Government servant.

(iv) When interested persons approach Government servants working in the Secretariat/Office for information about personal cases, such persons should be told that no information could be divulged to them and that they may, if they like, approach the officer.

(v) No member of the clerical or subordinate staff shall take office files/records to his residence without the express prior permission of the concerned officer in the Secretariat or of the Head of Office in the subordinate offices. When files/records are taken home with permission, a list of the files/records taken out of the office should be prepared in duplicate, one copy of which should be left with the authority giving permission and the other copy may be kept with the file/records, in order to have a counter-check of those files.

16.7. *Official reports, pamphlets, compilation etc:* When official reports, pamphlets, compilations, etc., contain information which it would not be desirable in the public interest to disclose, their circulation may be restricted by making them as “FOR OFFICIAL USE ONLY”. All other printed reports etc., may ordinarily be made available to educational institutions, public bodies or members of the public generally.

16.8 *Communication of information to the Press:* Secretaries to Government and heads of departments shall give information to the press or be accessible to the representative of the press only if they are specifically authorised to do so by the Ministers concerned.

16.9 *Maintenance and handling of personal files:* (i) Personal files should be maintained by and dealt with in the Branch responsible for dealing with the relevant establishment cases.

(ii) Officers and staff are forbidden from maintaining their personal files or to deal with their personal cases. Personal files and notings therein should be treated as “Confidential” and the officers and staff concerned should not have any access to their personal files.

(iii) Government servants are also forbidden from quoting in their appeals, representations etc, the communications, secret documents, notes and other information from files, which they are ordinarily not expected to have seen or to have retained. Communications of such documents etc., to or their retention by unauthorised persons are not only improper but also involve contravention of Rule 11 of the Central Civil Services (Conduct) Rules, 1964 and section 5 of the Official Secrets Act, 1923.

16.10 *Responsibility of the Officers/Superintendents:* (i) . It is the duty of all officers to keep themselves acquainted with the moral and conduct of the staff working under them. In addition to this general responsibility, the officers have a special responsibility for enquiring by frequent surprise checks and visits to office rooms, that instructions laid down from time to time for the maintenance of security in the Secretariat/Office are fully understood and complied with by all persons working in the Sections/Units in their charge. It will be the duty of the Superintendent to bring immediately to the notice of their superior officers any case in which members of his section/unit offend against security instructions or are guilty of misconduct of such a nature as to give rise to doubts regarding their reliability from the security point of view.

(ii) It is also the duty of all Government servants to bring immediately to the notice of their superior officers any breach of security instructions in general and in particular, any disclosure of “TOP SECRET” “SECRET” or “CONFIDENTIAL” information of which they may obtain knowledge.

16.11. *Security Classification*: There are four types of security classification as given below:

- (i) Top Secret ;
- (ii) Secret;
- (iii) Confidential; and
- (iv) Restricted—Not for publication.

A document bearing any of these security classifications is known as a classified document.

16.12. Definition of Classified Documents: (i) Top Secret: This grading is reserved for papers containing information of such a vital nature that, for reasons of national security, it must not be disclosed to any one for whom it is not essential to have knowledge of it for the proper performance of his duty. Such papers include references to current or future military operations, intending movements or disposition of armed forces, shaping of secret methods of war, matters of high international and internal political policy, cyphers and reports derived from secret sources of intelligence. The distribution of papers having 'Top Secret' classification must be limited to the minimum of persons concerned and in such cases it will be safer to provide this higher gradation of security, in case of doubt.

(ii) Secret: This marking is reserved for papers which are of a nature that their disclosure to persons other than those whose duty is to have knowledge of them would cause administrative embarrassment or difficulty or internal breach of peace and amity or injury to the interest and prestige of the Government or would be of advantage to a foreign nation or enemy.

Note: This is the highest classification ordinarily used for very important matters.

(iii) Confidential: This marking is reserved for papers containing information the unauthorised disclosure of which while not endangering national security, would be prejudicial to the interests of the nation, any Government activity or individuals or would cause administrative embarrassment or difficulty or be of an advantage to a foreign nation.

Note: Most matters will, on proper analysis, be classified not higher than "Confidential".

(iv) Restricted—Not for publication: This marking is reserved for communications to the members of the public when it is desired to make it clear that these communications or the information contained therein should not be published. The words 'Not for publication' are generally added.

16.13. Fixation of Security Grading:(1) There is a general tendency to give a document a higher security classification than it deserves. This imposes on every one who handles such documents unnecessary burden of taking various precautions. At the same time, fixing too low a classification may cause undesirable disclosure of the contents of the document. Care must, therefore be taken in fixing the classification. 'Top Secret' grading should be fixed only by an officer who is authorised to deal with "Top Secret documents". The same officer, or his superior only may subsequently down grade this classification but no officer below his rank should do so.

(ii) The document, as a whole will bear the highest security grading that any particular part of it may deserve. The grading of the file or of a group of physically connected documents must be that of the highest graded document therein.

(iii) Each officer should check up that a classified document coming to him bears the appropriate security classification and down-grade or upgrade the classification, if he is convinced that an officer lower in rank to him had overgraded or undergraded it.

(iv) An extract from a paper having a higher classification may be given a lower classification provided that the extract does not contain any matters deserving higher security grading. In this extract, a reference to the number and date of the original communication, without in any way disclosing the nature or subject, thereof, may be made.

16.14. Marking of classified documents: (i) Documents in files: Other than those which are classified as 'Top Secret', all classified documents in a file including the file cover and all forms of signals are to be marked with the security classification but in the 'Notes' portion, a file and in any document on the "Correspondence" portion consisting of more than one page, only the first page need be marked with security classification. In the case of 'Top Secret', documents, whether forming part of the 'Notes' or the 'Correspondence' portion of a file, security classification is to be marked both at the top and bottom of each sheet.

(ii) Bound Book: Books which are permanently and secretly bound should have the security classification printed or stamped, but not typed, on the front and back covers, the title page as well as on all pages and on any insertions, such as maps or illustrations of a classified nature.

I. Confidential papers.

16.15. Treatment of classified documents: A confidential paper is intended for the perusal of a limited number of persons who have direct concern with the subject matter contained in that paper. A paper marked 'Confidential' should be addressed to an officer by name and should be opened by the addressee or in his absence by an officer performing his duties.

(b) A confidential paper should be dealt with only by the persons who are authorised to deal with the subject matter of that paper. Other persons should not have any access to such a paper.

(c) There shall be no restriction to handle confidential cases at the section level unless the nature of the case warrants personal dealing by the officer.

(d) A confidential paper may be sent for despatch to the dispatch section provided that it is first placed in a sealed cover by the _____ Stenographer/person authorised to deal with such papers.

(e) A confidential paper should normally be typed by a Stenographer attached to the officer or a reliable typist. The draft typed or stenciled copies and used carbon or stencil papers pertaining to a confidential communication will be returned by the Stenographer/Typist to the officer concerned.

Note: (1) All correspondence relating to appointments, transfers and postings are treated as 'Confidential' as long as the issue of orders in those cases is not authorised.

(2) The agenda for the meetings of the Council of Ministers "Notes for the Cabinet" on subjects for discussion at a meeting and decisions of the Council shall be treated as Confidential. Copies should therefore be circulated in Confidential boxes or in sealed confidential covers.

(3) Cases relating to disciplinary matters should invariably be treated _____ as confidential.

(4) All property statements rendered by Government servants shall also be treated as confidential.

II. Secret Papers:

(a) Secret papers should also remain in the personal custody of the concerned officers and be dealt with by them, as far, as possible. Where this is not practicable, on account of a large number of such type of papers to be handled, they may be allowed to be handled by a thoroughly reliable Superintendent. Steel almirahs should be provided for keeping secret papers and they should be in the officer's room.

(b) A paper marked "Secret" is intended for the perusal only of _____ the Officer to whom it is addressed and of a very limited number of persons whose duty is to deal with the subject contained in that paper. _____ A secret paper should be addressed to an officer, by name and should be opened by the addressee or by an officer doing his work in his absence specially authorized by the addressee to open secret covers in his absence.

(c) A Branch or Unit in an Office or Department which deals primarily or to any large extent with secret papers should be designated as Secret Section Unit (e.g. C. I. D. Branch in Police Department Vigilance Cell in the Secretariat, etc.) indicating that this Branch or Unit as a whole is capable of dealing with secret papers. All security precautions required in connection with secret papers will be taken as a routine measure in that particular Branch/Unit. A name plate with inscription 'No Admission' should be hung at the entrance of such section/unit.

(d) A strict account of the number of copies prepared of a secret document should be kept and each copy must be accounted for at all times.

(e) All drafts, rough notes and other routine papers which are no longer required after the fair copy has been prepared, must invariably be destroyed (by burning) by the Officer dealing with them as soon as he signs the fair copy of the letter, note, etc. A note to the effect that this destruction has been done should be recorded on the office copy in each case.

(f) Spare copies of all kinds whose retention for further use may be necessary, including cyclostyled spare copies of letters and spare copies of cypher telegrams must be kept separate from the files in a separate safe in the personal custody of the officer concerned who will maintain the account of such paper in a separate register in which the details of disposal or destruction of such papers should be entered. The officer maintaining the register shall record a certificate half-yearly of having physically verified the stock of the spare copies.

(g) The officer authorised to deal with secret papers will check and weed out his stock of spare copies of secret papers at frequent intervals and shall destroy the papers whose further retention is considered to be unnecessary. Used stencils shall be treated as spare copies of secret documents.

III. Typing / Duplicating of Secret Communications:

(a) As far as possible typing, comparison, preparing covers and closing them etc., after obtaining signature of the officer concerned should be done by the stenographer or the other official authorised to deal with it should be present during all stages of the operation. Imperfect copies of stencil papers and other imperfect copies should also be treated as secret waste.

- (b) The officer concerned will ensure that all the waste papers or badly typed drafts discarded by the stenographer/ typist are carefully collected and destroyed by burning.
- (c) The Stenographer/Typist besides noting his initials at the end of each secret paper typed by him, must also note the number of copies made before returning the typed copies to the officer concerned. The officer concerned will ensure that this has been done and that the number of copies recorded is correct. He will also ensure that unauthorised extra copies of secret papers have not been made and taken away for unauthorised purposes.
- (d) The officer concerned should ensure that no used carbon papers, rough papers or extra copies of any document are left lying loose anywhere.
- (e) Unless it is absolutely necessary, the entire file must not be given to the Stenographer/Typist. Only such papers as are actually needed should be removed from the file and given for typing. The file should, as far as possible, remain with the officer concerned.

IV. Despatch of Secret papers:

- (a) A secret paper before being sent for despatch should be closed and sealed in an inner cover bearing clearly both the address and the security marking. The inner cover must invariably be a new cover which has not been used previously so that the recipient may verify that there has been no tampering in transit.
- (b) The closing and sealing of the inner cover must be done in the presence of the officer dealing with the paper and in no circumstances be done in the ordinary despatch section.
- (c) Strict supervision should be maintained on the despatch of secret letters in order to prevent the mis-despatch of papers.
- (d) The messenger carrying the secret covers should not leave them unattended before their actual delivery at the destination.

V. Top Secret Papers:

All precautions prescribed for 'Secret' documents also apply to 'TopSecret' documents. The following additional precautions should be taken in case of latter :—

(a) Top secret papers should be dealt with only by the Secretaries to *Government and* should be in their personal custody. This should be possible as the number of such papers received is small. Where consequential instructions, etc., have to be issued, a Deputy Secretary or an Under Secretary may be asked to assist the Secretary. In the non-Secretariat Departments, Head of Department/Office should personally deal with such papers.

(b) A Top Secret document must invariably be addressed by name to the officer for whom it is intended and closed in a cover and sealed in the presence of the transmitting officer. A top secret cover should be opened only by the addressee or by an officer directly superior to him to whom addressee's papers are submitted in the normal course. If the addressee is not at headquarter and his absence is for a short period and the cover is not marked urgent, it should wait for the addressee in the personal custody of the immediate subordinate officer.

(c) All typing work relating to top secret papers must be done in the presence of the officer concerned unless there is a special typing section for such papers. The file, in any case, should be retained in the officer's personal custody and only such papers as are essential for the typing work in hand should be removed from the file to be given to the Stenographer. The carbon paper used for typing a top secret paper will also be produced by the Stenographer with the typed material and will be destroyed by the officer, who may at his discretion, retain it in his personal custody for its subsequent use for top secret work. The pages of the shorthand note book, in which dictation of top secret matter has been taken, should, at the same time, be removed by the officer concerned and destroyed by burning.

(d) All copies of top secret documents including rough drafts, notes, stencils and carbon papers must be fully accounted for. In order to facilitate this accounting, it is necessary that all the copies should be serially numbered and their destruction and disposal noted in respect of each copy. This includes the imperfect copies, drafts stencil papers etc.

16.16 *Custody of classified documents:* (i) Confidential / Secret Papers: (a) After the disposal of a confidential/secret paper, it should be stored for safe custody in a locked safe, the key of which should remain in the personal custody of the officer dealing with such papers. This safe should not be used for storing any unclassified documents.

(b) A confidential/secret paper will be dealt with and filed either by the officer concerned personally or in a section which has been designated as a secret section.

(c) A confidential/secret paper must not be removed from the secret section. In order to minimise the risk of unauthorised removal of such papers, it should be ensured that the equipment of the secret section does not provide receptacles in which such papers can be secreted for the purpose of removal.

(d) The Head of office/official in charge of the secret section will ensure that all files and papers are locked up in safe after office hours. The key of the safe shall remain in his personal custody.

(ii) Top Secret Papers: A top secret paper must at all times and at all stages, remain in the personal custody of the officer dealing with it.

16.17 Movements of classified documents :(i) Movement within the office:

(a) All classified documents, unless carried by an officer by hand must be sent from one room to another in the same office in locked boxes.

(b) There should be separate boxes to deal with 'Top Secret' and Secret papers and top secret papers should not be sent mixed up with secret or confidential papers. Confidential papers may, however, be sent along with secret papers in locked secret boxes.

(c) Under no circumstances should any classified documents be carried loose in the hands of the Peons.

(d) A movement register should be maintained by the Stenographer attached to the Head of office or by the official authorised to deal with secret papers for all outgoing and incoming files containing classified papers.

(ii) Movement of classified documents between two officials: (a) Top secret and secret papers should be enclosed in double covers, inner cover being marked as 'Top Secret' or 'Secret' as the case may be and addressed by name to the officer for whom it is intended, while the outer cover should bear only the usual official address of the addressee and the frank of the dispatching office.

(b) Top secret papers must be accompanied by receipt slip in the form given below:

Received file/U.O.Note/No.....
dated..... from
dated.....

Signature of the Officer.
Designation

The slip must be signed by the officer taking receipt of the letter and returned immediately to the despatching officer.

(c) A confidential paper may, however, be despatched in a single sealed cover addressed by name and marked 'Confidential'.

(d) Both secret and confidential covers should be entered in the peon book and the person receiving the cover should put his signature in the Peon Book in token of its receipt.

(iii) Movement of classified papers from office to officer's residence or other destinations: (a) A top secret or secret paper will normally not be sent to the officer's residence unless the despatching officer has in advance contacted the receiving officer and obtained his specific confirmation that he would be ready to receive the document at his residence.

(b) Top secret papers must be accompanied by a receipt slip in the form given below:

Received file/U.O.Note/No.....
dated..... from ;
dated.....

Signature of the Officer. Designation

The slip must be signed by the officer taking receipt of the paper and returned immediately to the despatching officer.

(c) The despatching officer must ensure that the bag or the box in which classified documents are sent is locked and fastened to the vehicle in which the messenger carries it. When an officer carries any classified document from his office he must do so only in a securely locked box, the key of which must be in his possession. This box must be kept all along in his custody till he reaches his residence, where also this must be placed in a secured place to which no outsider may have access. Classified document when carried from one place to another must be put in securely fastened bags or boxes, which must always be in the immediate possession of the carrier and must never be left unattended. It must be emphasised in this connection that the claims of personal convenience should never be allowed to out-weigh considerations of security.

(iv) Transmission of classified document by Post: All classified documents when sent by post must invariably be enclosed in double covers. The inner cover should be sealed and addressed by name to the officer for whom it is intended and the number and particulars of the enclosures should be mentioned on that cover. The outer cover should bear the name and official designation of the addressee and the frank of the despatching office. The number of the classified document may also be given on the outer cover if it does not in any way divulge the classification of the documents contained in the inner cover.

(v) Transmission of classified documents otherwise than through post: Classified documents carried by hand should always be kept in a sealed envelope or bag.

16.18 Miscellaneous instructions for the custody of classified documents :

(i) Classified papers should not be left lying about in an officer's room during his absence. He must ensure that whenever he leaves his desk, all classified documents are locked either in safes or boxes or in cupboards of which the keys must be with him. It is not sufficient to lock the door of the room concerned and leave classified documents open in the room.

(ii) No classified documents will be removed from the office by any officer other than the one dealing with them.

(iii) Utmost care should be taken in disposing of waste papers of all kinds including routine papers and used carbons. All classified papers must be destroyed by burning in the presence of the officer responsible for dealing with them.

(iv) Economy labels should not be used on the inner cover containing top secret, secret and confidential papers, but may be used on the outer covers.

(v) Shorthand note-book: (a) Any shorthand note-book which has been used to record classified materials should be treated as a classified document.

(b) Stenographer's note book will be serially numbered. The stationery clerk will maintain a register in which the serial numbers of the shorthand note-books issued against the names of the Stenographers receiving them will be entered. Note-books issued for the purpose of taking dictation of classified material should be marked 'Secret'.

(c) The Stenographer, after completing the note-book, shall return it to the officer under whom he works for destruction.

(d) A separate note book marked 'Top Secret' should be used for top secret correspondence where the amount of such correspondence is considerable. This note book should be kept in the custody of the officer concerned after the stenographer has done the job. When it is completed, it will be destroyed by the officer and a certificate to that effect will be incorporated in the shorthand note book issue register.

(e) A disc, record or cylinder, etc., bearing classified material will continue to be treated as a classified document until the records have been cleaned off. These should be kept in the custody of the officer giving the dictation.

(vi) Handing over of classified documents on vacation of a post: An officer having classified documents in his charge, on vacation of his post whether on transfer or on retirement will hand over both the list and the papers to his successor obtaining the necessary receipt. In case no relief is posted at that time, all such documents under the custody of the last holder will be handed over by him before departure to his immediate official superior and he will obtain a receipt in token of this delivery.

An officer working in a post involving secret work shall also sign a declaration to the effect that "All classified documents or copies thereof held on charge have been surrendered"

(vii) Use and custody of seals: (a) A top secret paper must be sealed with a special seal and not with an ordinary seal. Top secret seals will be issued by the Chief Secretary serially numbered to those officers who are called upon in the course of their duty to deal with top secret papers.

(b) The top secret seal must be kept in the personal custody of the officer using it and he will be responsible for its safe keeping and it should normally be kept locked in an office box or safe.

(c) The safe custody of all departmental seals is of great importance. All seals must be numbered and a list must be maintained by the Head of the office showing the person to whom each seal has been issued. All such persons will be held responsible for the safe custody of these seals issued to them. Should any seal be lost or mislaid, the fact must immediately be reported to the Chief Secretary through the Head of Department/Office. It is the latter's duty to ensure, by means of frequent checks that the stock of departmental seals is kept intact.

(d) If a seal is lost, other seals of the series should be treated as compromised and another seal of a different design and shape should be introduced as early as possible.

(viii) Care of typewriter ribbons: (a) Script of a typewriter ribbon is sometimes legible until it has been typed over 4 or 5 times. It is therefore, necessary to ensure that no new ribbons are used for typing top secret or secret material. These restrictions need not apply where adequate arrangements exist either for locking the typewriters in secured covers or where the room in which they are placed is itself locked to ensure that no person, not belonging to the section, has access to them. Even in such offices, ribbons should be changed only at the beginning of a working day.

(b) In a dual colour ribbon, the red portion on which words stand cut clearly should not be used to type revealing words.

(c) Ribbons used for typing should always be removed before typewriters are sent outside the building for repairs.

(d) Many makes of electric typewriters use the ribbon only once. If such typewriters are in use, these may be restricted to typing of unclassified material.

16.19. Physical Security Measures: (i) Segregation of secret section: Any Department which has to deal with classified documents as a routine measure, must provide for complete segregation of its secret section from the non-secret sections.

In the secret section, there must be adequate provision of steel safes for the safe custody of classified documents. There must also be sufficient accommodation within the section.

(ii) Restricted access: Special care should be taken to ensure that only authorised persons who have legitimate business have access to a secret section.

(iii) Custody of keys: Every possible care should be taken to ensure the safety of keys and to prevent their falling in the hands of unauthorized persons even for a short period which is sufficient for making a duplicate. The following instructions in this connection should be followed:

- (a) The number of keys in use for any lock should be reduced to the minimum;
- (b) As few office keys as possible should be taken, out of the office;
- (c) Keys should not be carried loose in pockets or boxes or bags but should invariably be put in a ring;
- (d) Keys should not be marked or labelled so that even if they are lost, the finder may not realise their importance;
- (e) Keys which are not in use should be kept in a secured key box under guard.

Note: (1) Office keys in respect of the Secretariat shall be deposited after duly closing of office in the evening with the Police Guard on duty in the Secretariat building.

(2) Duplicate key of Officer's rooms shall be with the respective officers.

(3) Officer's room should not be opened by the duty staff or superintendent during holidays or after office hours, unless permission of the respective officer occupying the room or the Secretary-in-charge, has been obtained.

(4) The watchmen shall be informed before opening or closing of any room in the Secretariat on holidays.

(iv) A key register should be maintained in which signature should be obtained when keys are either issued or deposited.

(v) Duplicate keys, if any, should be kept in a locked box in safe custody. A register of duplicate keys should be maintained by the care taker and the box should be regularly inspected and its contents checked against the key register.

(vi) The loss of a key should be reported immediately to the head of office and the concerned look changed. Even if the key is subsequently recovered, it should be regarded as compromised unless it is established beyond doubt that there was no opportunity for any unauthorised person to make a duplicate.

16.20. Personal security:(i) It has been clearly indicated at the beginning that it is the duty of every individual Government servant, who handles classified documents to ensure their safety and to prevent them from falling into the hands of or their contents being disclosed to unauthorised persons. Unless every person employed on Government work makes the utmost effort to protect classified documents and information, it will be impossible to prevent leakages.

(ii) Security leakages through personnel may occur due to any of the following reasons:—

- (a) The motive may be for gain;
- (b) The motive may be political affiliation; and
- (c) Carelessness in talk and in handling papers;

(iii) It is obvious that if there is a thief in the house, it is impossible to prevent thefts. It is, therefore, necessary that all chances of an unreliable person finding position in a section dealing with secret documents should be eliminated. It is by strictly following this precaution that the chances of leakages due to the first two causes may be minimised.

(iv) To achieve this object, it is necessary to observe the following precautions:—

(a) Thorough pre-verification of persons to be employed in a secret section should be made before any person is actually employed in such section;

(b) No temporary transfer from a non-secret section to a secret section should be made to fill up temporary vacancies or gaps, except from a register specially maintained for persons in respect of whom all the necessary verifications have been made and who have been certified to be fit to be employed in a secret section.

(c) As far as possible, only permanent and quasi-permanent employees should be posted in secret sections.

(v) It is the duty of the Superintendent/Asst.-in-charge as well as the Officer to keep a close watch on behaviour and demeanour of every employee in a secret section and any behaviour which gives a slightest indication of suspicious conduct, should be thoroughly looked into. If there is likely to be any substance in the suspicion, it should be brought promptly to the notice of the Head of Office.

(vi) Such suspicious behaviour may include staying in office at odd hours, making extra copies, inquisitiveness about matters with which the person is not directly concerned, unauthorised absence from the office, absence on leave at certain regular intervals or on fixed days, bad habits, drunkenness and living beyond means. It must be understood that weakness in character often includes a person to barter official secrets for money or other considerations. Study of a particular type of literature mixing with suspected persons having certain political affiliations should also be guarded against to prevent leakages due to political affiliations.

(vii) Unconscious leakage due to carelessness or egoism often occurs through personnel of all ranks, and even officers are not immune from this fault. It is the duty of every superior officer to make note of any such remiss by any of his subordinate and suitably pull him up for such mistakes.

(viii) Personnel security is of the highest importance. Whatever defects in all the other security arrangements there may be if every person dealing with classified documents is completely reliable in every respect, then the chances of leakage are minimised. Therefore, before employing any one in a secret section, it must be established beyond doubt that he is careful, attentive and serious in his work and that he is a person of good character and is reliable in every way.

16.21. Security of Government Buildings ;(i) All buildings occupied by Government should be equipped with fire fighting appliances.

(ii) The Fire Service Department will conduct periodical inspection of all such appliances and sign an Inspection Card in token of having inspected the appliances. The card will contain the following informations:

- (a) Name of appliance;
- (b) Date of purchase;
- (c) Date of last inspection;
- (d) Date of present inspection;
- (e) Date up to which the contents (gas etc.) would be effective.

The result of such inspection with recommendations will be intimated by the Fire Service Department to the Department concerned for necessary action.

(iii) A Watchman shall be a regular Government servant and not a casual labour.

(iv) The head of department/office shall get the watch and ward staff trained in use of Fire Fighting appliances.

(v) As far as possible, the watchmen shall have access to the telephone in the building under their charge and they will be specifically instructed as to whom to ring up in the event of an emergency. A board shall be hung near the telephone indicating the following telephone numbers:—

- (a) Fire Station
- (b) Police Station (Nearest)
- (c) Hospital Casualty Section
- (d) Other important telephone numbers.

(vi) Wherever Police guard is posted in the night, the key of the office building shall be kept with the guard for any emergency during night.

(vii) On Sundays and other holidays, no member of staff shall enter the office premises except for official work and for this purpose he shall make an entry in a register to be kept with the watchman in the following form:—

S.No.	Date	Time of	Name and Purpose of Time of	Signature	visit	designation	visit
			departure (arrival)				

(viii) The performance of duty by Chowkidars detailed for watch and ward will be checked regularly by the head of department/office or by representative duly authorized in this behalf.

(ix) The watchman detailed for watch and ward duty during nights shall be supplied with an inspection book to enable the Inspecting Officers to record the result of their inspections.

(x) The security arrangements in respect of offices/buildings under the control of a department/office will be checked frequently by the respective head of department/office or by his representative.

16.22 *Supervision of Security Measures* : (i) The Head of Department/Office in every office is responsible for security in that office. For implementation of the security rules, the Head of Department/Office or an officer nominated by him will act as the Security Officer for that office. Surprise checks, very frequently but irregularly, and checks after closing hours by the Security Officer of the files in the charge of the dealing clerks should be made to see if there is any breach of security measures for the maintenance of classified documents.

(ii) Strict supervision should be maintained on the issue section and also over the typing work done both in the typing section and in other sections dealing with classified papers.

(iii) The Head of Department/Office should keep in touch with the subordinate staff and keep a close watch over their habits and demeanour.

16.23 *Breaches of Security*: (i) Removing classified documents out of office: The occasions when classified documents are taken out of the office should be limited as far as possible. If any person loses a classified document after taking it out of office, he will be required to give satisfactory reasons for its removal and to convince his superior officers that he had taken adequate precaution for its safety outside the office.

(ii) Action in case of Breach of Security :

(a) When a breach of security occurs, the main objectives should be :

- (1) To find out what has happened;
- (2) To minimise the damage done;
- (3) To trace the culprit; and
- (4) To prevent the recurrence.

(b) The need is for swift action. If classified information has found its way into the press an immediate enquiry must follow its publication. It should not only be the bounded duty of, but also a point of honour with, every Government employee that he should report immediately to his superior officer a case, in which security appears to have been compromised. If a classified document is found in the wrong place, the finder should forward it to the Head of his Department/Office and not to the person for whom it was meant.

(c) If the breach of security relating to documents originating in another department occurs, the matter should be reported to the parent department in order to decide what investigation should be undertaken.

(iii) In every case, where it is suspected that a leakage of information has taken place, the Head of Department/office should report the suspicion immediately to the Chief Secretary who may order an independent investigation in addition to the Departmental Enquiry which the Head of Department/office may have already undertaken.

(iv) If the Chief Secretary decides that the Police Department should take up the enquiries, the Departmental officers will give the Police Department the fullest cooperation and every possible help. It will be the duty of the Head of the concerned Department/office to ensure that the Police enquiry is not handicapped due to the unwillingness or reluctance of departmental officers to part with information which may be vital for the investigation.

CHAPTER— XVII

CHECKS ON DELAYS

17.1. Weekly arrear statement—(1) On the last working day of every week, each dealing hand will :

- (a) prepare a weekly arrear statement in the form at Appendix 28.
- (b) give particulars of receipts/cases pending with him for more than 7 days in the form at Appendix 29; and.
- (c) send the two statements to the diarist.

(2) The Superintendent will also prepare similar statements in respect of receipts/cases required to be dealt with by him and pass them on to the diarist.

(3) The diarist will consolidate the individual weekly arrear statements in the form at Appendix 30 and submit the consolidated statement together with the individual statements mentioned in (a) and (b) of sub-para (1) above to the Superintendent on the morning of the first working day of the following week. The individual statements of each dealing hand will be kept in a separate folder.

(4) The Superintendent will :

- (a) check the individual and consolidated arrear statements for their completeness and accuracy;
- (b) scrutinise the statements of receipts/cases which are more than one week old ;
- (c) give his remarks or instructions, where necessary; and
- (d) submit the statements to the Officer.

(5) The Officer will watch the progress of work in the section and where necessary, give suitable directions for expeditious handling of delayed receipts/cases.

(6) On receipt back in the section, the folders containing individual arrear statements will be made over to the dealing hands concerned for taking necessary action on the remarks, if any, of the Superintendent/Officer and using the form for preparing the arrear statement for the next week.

17.2. Monthly statement of cases pending disposal for over a month—

(1) Every section will prepare, each month, a statement indicating briefly the position of each case pending disposal for over a month.

(2) On the last working day of each month, the diarist will :

(a) go through the case sheets (Appendix 31) of pending cases for the preceding month and indicate the latest position of each case included therein in column 2 of the statement;

(b) prepare fresh case sheets for cases opened during the preceding month but not yet finally disposed of, by completing columns 1 and 2 of the form and top fixed entries; and

(c) hand over the case sheets to the dealing hands concerned.

(3) The dealing hand will ;

(a) scrutinise entries in the first two columns of the case sheets;

(b) draw a red line across case sheets of cases that have been finally disposed of or transferred to call book (para 17.3 and Appendix 33);

(c) complete column 3 of other case sheets; and

(d) return the case sheets to the diarist by the 2nd of the month following that to which the statement relates.

(4) The diarist will :

(a) remove the case sheets of files that have been finally disposed of or transferred to call book *vide* para 17.3 (1) for being kept in a separate folder;

(b) arrange the remaining case sheets in chronological order of the dates of the commencement of cases, the latest being on top;

(c) place the case sheets in a file cover marked 'monthly statement of cases pending disposal for over a month' ;

(d) prepare in duplicate a numerical abstract in the form at Appendix 32; and

(e) submit the monthly statement and the two copies of the numerical abstract to the Superintendent by the 3rd of the month.

(5) The Superintendent will :

(a) scrutinise the case sheets and, where necessary, add his remarks;

(b) check the numerical abstract for accuracy; and

- (c) submit the monthly statement and the copy of the numerical abstract, with a brief forwarding note, to the officer by the 5th of the month;
- (6) Unless otherwise provided in the departmental instructions, the monthly statement together with the numerical abstract will go up to the Secretary. Each of these officers may ;
 - (a) add such remarks as he would like to make about latest position of a case;
 - (b) in suitable cases give directions or make suggestions for expeditious disposal.
- (7) The Secretary may bring any case included in the monthly statement to the specific notice of higher officers or Minister, either through submission of the monthly statement itself or otherwise, as deemed fit.

17.3 Call Book: (1) If a current case has reached a stage when no action can or need be taken to expedite its disposal for at least 6 months (e.g. cases held up in law courts), it may be transferred to the call book (Appendix 33) with the approval of an officer not below the rank Under Secretary.

(2) Closed cases in which a review is contemplated after a period of 6 months or more may also be included in the call book.

(3) Cases transferred to call book *vide* sub-para (1) above, will be excluded from the monthly statement of pending cases mentioned in para 17.2 till they are reopened *vide* sub-para (4) below.

(4) When a case included in the call book becomes ripe for action or if action has to be restarted as a sequel to an unexpected development, e.g., receipt of a communication from the party concerned earlier than expected, it will be revived and its progress watched in the usual way through the monthly statement of pending cases. The date of commencement of such reopened cases, however, will be the date of occurrence of the development or that of the first note leading to the reopening of the case.

(5) The Superintendent will scrutinise the call book in the last week of every month to see that the cases which become ripe for further action during the following month are brought forward and action initiated on due dates. The call book will be submitted to the Officer once a quarter, i.e., during the months of January, April, July and October. He will satisfy himself that no case on which action could have been taken suffers by its inclusion in the call book and, in suitable cases, give directions for the action to be taken.

17.4 Monthly progress reports of recording and review of files: —(1) On the first working day of each month, the record clerk will prepare, the progress reports on the recording and review of files for the preceding month, in the forms at Appendices 34 and 35 and submit them, together with the following records, to the section officer:

- (a) register for watching the progress of recording (Appendix 22);
- (b) record review register (Appendix 23); and
- (c) lists of files received for review (Appendix 25).

(2) The Superintendent will check the statements, submit the copy of the report to the Officer.

17.5 Reminder diary: —(1) The diarist will maintain a reminder diary in which he will enter, date-wise, all cases marked for suspense or reminder and required to be brought forward on specified dates. Challans of files referred to other sections/departments will also be similarly entered.

(2) Every morning the diarist will:

- (a) examine the reminder diary;
- (b) get hold of the files and challans, marked for that date;
- (c) send the files and challans to the dealing hands concerned after scoring off the relevant entries in the diary; and
- (d) if any file entered in the diary for that date is not available, report the fact to the dealing hand concerned who will ensure, that appropriate action is taken in such cases.

17.6 Check-list of periodical reports:—(1) To ensure timely receipt, preparation and despatch of periodical reports, each section will maintain two check-lists, one for incoming reports and the other for outgoing reports, in the forms at Appendices 36 and 37. All periodical reports will be listed, in column 2 of the appropriate check-list in the order of their frequency, weekly reports being entered first, fortnightly reports next, and so on.

(2) The check-lists will be prepared at the commencement of each year, approved by the Superintendent, shown to the Officer and displayed prominently on the wall.

(3) The Superintendent will go through the check lists once a week to plan action on items requiring attention during the next week or so. After a periodical report has been received or despatched the relevant entry in the date column of the appropriate check-list will be rounded off in red ink.

17.7 Review of periodical reports/returns:—(1) An annual review of all periodical reports and returns relating to each section will be conducted at the level of Secretary with the following objectives;

- to eliminate those that are unnecessary;
- to redesign those that do not provide information/data in usable form;
- to rationalise/simplify the essential ones by combining two or more of them where possible; and
- to revise the frequency in relation to the need with due regard to constraint of time required for collection of information/data from field levels.

(2) The annual review will be completed by the 30th September each year.

17.8 Responsibility of expeditious disposal of work:—(1) The primary responsibility for expeditious disposal of work and timely submission of arrear and disposal statements rests with the Superintendent. To this end, he will inspect the section diary and the assistants' diaries, and take such other action as may be necessary to ensure:

- (a) that no paper or file has been overlooked; and
- (b) that no receipt or case actually pending with the dealing hand has been excluded from the relevant arrear statement.

(2) The Officer also will keep a close watch on the progress of work in the sections under his control. In particular, he will ensure that the prescribed arrear and disposal statements are submitted punctually and regularly.

CHAPTER—XVIII

INSPECTION

18.1 Purpose and Periodicity: The purpose of inspection is:

- (i)** to find out the state of affairs existing in each unit;
- (ii)** to see whether the prescribed procedures and instructions are understood properly and followed intelligently;
- (iii)** to find out whether proper attention is being paid to quality of performance by officers and staff during the discharge of their duties; and
- (iv)** to test the intrinsic soundness and utility of the procedure and to get a reliable data for planning improvements;

Each department/office/section should be inspected at least once in every quarter. The officers should however carry out the inspection of offices/units/sections under them more often at their discretion. It will be of considerable advantage if Secretaries and other officers make it a point to visit the departments under them as often as they can and check their working. Such visits will have the most useful effect in keeping up the efficiency of the department.

18.2 Inspecting authorities: As far as possible, the inspection of a section will be conducted by an officer of or above the rank of Under Secretary who does not handle any part of the section's work.

18.3 Forms to be used for Inspection: With a view to maintain uniformity and to guide the Inspecting Officers as to the type of matters to be looked into, the forms of questionnaires given in Appendices 3 and 39 may be used.

18.4 Programme of Inspection: In order to avoid dislocation of work, a programme of inspection of Departments/Offices/Sections, etc., should be drawn up in advance every year after taking into account the period of seasonal rush of work. A copy of the programme drawn up by the departmental officers should be furnished to the Secretariat. Similarly, programme of inspection to be conducted by the Branch Officers should be obtained by the respective Secretaries/Heads of Departments/Offices.

18.5 Inspection Reports: Soon after inspection, a copy of the report shall be submitted to the Chief Secretary to Government, P&AR Wing and the concerned Administrative Secretary, the original thereof be sent to the

subordinate offices concerned within a week of the date of inspection. The Inspecting Officer should also bring to the notice of the P&AR Wing important point of office procedure of general or special application if any, emerging from the inspection reports. The P&AR Wing will examine the report to see the kind of defects brought to light and where necessary devise suitable remedies to prevent their recurrence.

18.6 Follow-up action on Inspection Reports: Compliance on all the paras shall be secured within a maximum period of two months from the date of tendering the inspection report and it shall be ensured that no para of the inspection report is left pending or carried over to the next year. After securing and scrutinising the compliance report, a certificate to the effect, (*vide* -appendix 40) that all paras have been attended to, shall be forwarded to the Chief Secretary to Government, P&AR Wing under intimation to the Secretary concerned.

18.7 Supplementary Inspection:(a) Apart from the quarterly and general inspections, departmental instructions may prescribe supplementary inspections for all or any of the sections, with special reference to the nature of their work.

(b) Surprise inspections may also be organised in accordance with the instructions laid down. Such surprise inspections are to be carried out to check (1) punctuality of attendance (2) Absenteeism without prior permission and (3) leaving office before time (4) checking cash balance of the office, (5) checking some items of stores. The proforma prescribed in Appendices 38 (Annexure to Appendix 38), 39 and 2 may be made use of, if necessary, for preparing such inspection reports.

18.8 Inspections by the P&AR Wing: In addition to the inspections by departmental officers, the P&AR Wing of the Secretariat will take up inspections of a few departments in a year with a view to find out special defects pertaining to a department or difficulties common to most of the Departments. The report of the P&AR Wing will be circulated amongst the concerned departments. The departments/offices will take action on these reports promptly and inform the P&AR Wing of the action taken. For this purpose, the form given in Appendix 38 will be made use of.

18.9 Meetings (a) Meeting of Officers in each department/office: In departments where there are more than one gazetted officer, meetings, of such officers should be held at regular intervals say monthly. In these meetings, problems concerning working of the department such as those relating to efficient functioning of the office/field units, economy and security etc., should

be discussed and efforts should be made to find out ways and means by which improvements in the working of the department can be brought about. Opportunity may also be taken in these meetings, to discuss the statement of receipts/ cases pending disposal for over a month in the department/office. Important decisions taken in these meetings should be recorded and specific instructions issued for quick and efficient functioning of Government business.

(b) Staff meetings: Officers should also make it a point to meet the members of the staff working under them by holding meetings periodically say once a quarter to discuss measures for quick and efficient functioning of the Department/Office. At these meetings, suggestions made by the members of the staff to improve the working of the department/office should be given careful consideration. Members of the staff will also get an opportunity to give expression to their difficulties if any, which affect their work adversely. These meetings should be conducted in such a manner that members of the staff also should feel that they have a share in shaping decisions which are aimed at improving the standard of efficiency. In these meetings, opportunity should be given to everybody to express his views so long as they are relevant to the question under discussion.

CHAPTER—XIX

PROCEDURE IN DEALING WITH PROPOSALS FOR LEGISLATION, QUESTIONS, RESOLUTIONS, ETC. IN THE LEGISLATIVE ASSEMBLY.

19.1 *Proposals for Legislation*:—The procedure to be followed in dealing with proposals for legislation is set out in detail in the Rules of Business of the Government of Pondicherry.

19.2 *Questions*: (1) *Circulation of advance copy*:—As soon as a question which is admitted is received from the legislative Assembly Department, an advance copy of it shall be sent immediately to the Head of the Department/Office concerned, if a copy of the question was not sent to that office/department.

(2) *Reference on questions*:—References to Head of Departments/Offices need not be made if the reply to the question can be furnished on perusal of the records available in the department. When an allegation or complaint which casts a reflection on the official conduct of a Government Officer, is contained in a question and the truth of such allegation or complaint has to be verified by a reference to the Head of a Department or other authority, the proper course is to send a self contained memorandum or letter stating the facts as reported and asking for their verification. Such correspondence shall be marked as confidential.

(3) *Draft answers and notes for supplementaries*:—(a) Apart from the note discussing the matter, a draft answer to a question should invariably be put up, together with a concise note to facilitate the answering of supplementary questions, if it is a starred question.

(b) When a draft answer to a question is prepared, the word “starred” should be written in red ink in the case of starred questions and the word “Unstarred” should be written in black ink in the case of unstarred questions at the top of the draft.

(c) In the draft, the clauses of the question should be reproduced on the same sheet of paper as the draft answers in parallel columns. The clauses of the question should appear on the left half of the page above the answers.

(d) A Tamil translation of the answer and the note for supplementaries should also be furnished to the Minister.

(4) Co-ordination of answers:—(i) The Legislative Assembly Department will send to the Departments of the Secretariat concerned copies of notices containing all questions admitted by the Speaker as soon as possible, after their admission. Before despatching the copies of notices, the Legislative Assembly Department will examine them and if there are any questions, the answers to which, in their opinion, require co-ordination, they will invite the attention of the administrative departments concerned to such questions. It will then be the duty of the departments not to send separate and varying answers to the Legislative Assembly Department but to circulate their proposed answers to one another and attempt to arrive at uniform answers to the questions. The answers to the questions thus pointed out should be sent to the Legislative Assembly Department quoting the number and date of their reference in which the departments concerned were requested to co-ordinate the answers.

(ii) Departments of the Secretariat should also scrutinize the notices immediately on receipt and point out to the Legislative Assembly Department as well as to all the departments concerned the questions, the answers to which in their opinion, require co-ordination.

(iii) Five copies of the answers in English and in Tamil to questions whether starred or unstarred should be despatched to the Legislative Assembly Department.

(iv) Immediately on receipt of the list, of starred questions and of unstarred questions with answers to be answered at particular sittings; departments of the Secretariat should scrutinize the lists. The questions, the answers to which require co-ordination, should be pointed out to the Legislative Assembly Department as well as to other departments concerned. The Legislative Assembly Department should also be informed of the withdrawal or modification, if any, of an answer already despatched sufficiently in advance.

(5) Time limit for despatch of answers:—(a) Answers shall be sent within the time limit allotted by the Legislative Assembly Department. This time limit will be found on the copy received from the Legislative Assembly Department. If this is not possible, application for extension of time is to be sought for by the Minister addressed to the Speaker. For this purpose, necessary note shall be submitted to the Minister well in time. If the Speaker does not agree to grant extension of time, the questions are liable to be included in the list of questions.

(b) In order to avoid undue delay in the despatch of answers to the questions, a register as in Appendix 41 should be maintained by each section of the Department/Attached offices dealing the subject. The register should be submitted to the officer concerned once a week until the answer is despatched. The officer inspecting the register will watch whether there is any unreasonable delay in putting up the files by the sections.

(c) Eight copies of the answers to a Legislative Assembly Question shall be typed, five copies for the Legislative Assembly Department, one copy each for the Personal Assistant to Minister concerned and the Personal Assistant to the Secretary of Government concerned, and the remaining copy for the file.

(6) Submission to Ministers of files dealing with starred questions:— It is the duty of the Assistant and Superintendent who have dealt with a starred question to send the connected files to the Minister concerned if required by the Minister as soon as the answer has been despatched or at least a day before the meeting at which the question has to be answered. Before doing this, the file should be shown to the Under Secretary concerned so that he may ensure that the answers indicate the latest position.

19.3. Paper laid on the Table:(i) When papers are laid on the Table, 50 copies or such other number as are asked for by the Legislative Assembly Department from time to time, shall be supplied. In the case of answers to questions these copies shall be supplied along with the answers. Such copies should have the following heading:

Papers laid on the Table

(See answer to Legislative Assembly Question No.....
put by Thiru..M.L.A.).

They should not be authenticated by the Secretary or other officer of the Secretariat Department. It is enough if they contain the name of the department from which they originate.

(ii) But in the case of copies of rules, orders, notifications, statements of reports, including the Annual Reports on the working and affairs of the company together with a copy of the Audit Reports and the comments or supplement referred to in sub-section (1) of section 619A of the Companies Act, 1956 (Central Act of 1956) to be placed on the Table of the House in pursuance of statutory provisions or with reference to undertakings by the Government

in answer to questions or otherwise should contain the name of the originating department, and be authenticated by the Secretary to Government concerned. The copies to be placed on the Table of the House should either be roneoed or printed. Such copies should have the following heading :-

PONDICHERRY LEGISLATIVE ASSEMBLY

Papers laid on the Table of the House

(Subject.....)

(G. O. Ms. No....., dt.....)

Published in the Pondicherry Government Gazette on

A3 required under Section of

..... Act.

NOTIFICATION

..... Secretary to Government.

(iii) All rules framed in pursuance of delegation of legislative power should be placed on the Table of the Legislative Assembly without fail within a month after publication. Whenever a rule is amended and the amendment of the rule is placed on the Table of the House, the respective original rule and the rule as amended should be printed/roneoed side by side and placed as Annexure.

(iv) Supply of published papers referred to in an answer : When in any answer reference is made to any Government Order or Notification, three copies of such Government Order or Notification should be sent to the Legislative Assembly Department along with the answer for the purpose of preparing ready reference files for the use of the Speaker.

19.4 Uncorrected proceedings of the Legislative Assembly : (1) The Legislative Assembly Department will send one manuscript copy of uncorrected proceedings of the Legislative Assembly respectively as soon as they are ready relating to starred questions and statements or speeches made by Ministers, to the Ministers concerned for factual verification of the replies and statements made by the Ministers on the floor of the Legislative Assembly. If there are any factual errors of a minor nature in them which will be normally forwarded by the Ministers concerned, the Departments of the Secretariat will after obtaining the approval of the Ministers concerned, intimate them to the Assembly Department

within a week from the date of receipt of the uncorrected proceedings, to enable that department to carry out the alterations in the press copy of the proceedings.

(2) *Statements by Minister to correct errors:* If major corrections have to be made, the Minister will have to make a statement on the floor of the House after obtaining the permission of the Speaker.

19.5 Short notice questions: Orders of the Minister concerned whether he will consent to the waiver of notice will be taken by the Legislative Assembly Department, as the case may be and intimated to the Minister and the Secretariat Department concerned. Necessary action should, however, be taken by the department immediately on receipt of the question without waiting for orders as to waiver of notice.

19.6 Prorogation of Legislative Assembly: On the prorogation of a session, all pending notices shall lapse except bills which have been introduced, motions, resolutions or amendments which have been moved in the House and the questions which have been entered in the list of business but were postponed and remained pending for answer at the close of the preceding session. Bills, motions and resolutions which have not lapsed, will be carried over to the next session from the stage reached in the expiring session.

19.7 Assurances, promises and undertakings given by Ministers in the Legislative Assembly: To implement the assurances, promises and undertakings given by Ministers in the chamber of the Legislative Assembly, the following procedure shall be followed:—

(1) The Secretary, Legislative Assembly Department will send to the Secretaries to Government the extracts from the Official Reports of the meetings of the Legislative Assembly containing assurances, promises and undertakings given by the Ministers in the Legislative Assembly.

(2) On receipt of assurances, promises or undertakings given by the Ministers, either direct from the Secretary to Legislative Assembly Department or through the Committee of Government Assurances, Secretaries to Government concerned should ensure prompt action on them and take orders in circulation. They should furnish quickly proper and complete replies to the Assembly Department keeping the Chief Secretary informed of important assurances. Replies should be both in English and Tamil for each and every assurance. Twenty copies of the Government orders wherein some guidelines are issued or the schemes or proposals sanctioned in respect of certain assurances should also be furnished for information of the Committee, wherever necessary. All assurances shall be implemented within a period of three months.

(3) In cases of pending items, Secretaries to Government will send a separate statement of action taken on each assurance to the Secretary of Legislative Assembly Department. For this purpose, a register as in Appendix 42 will be maintained from which extracts may be sent. In all the departments, the Registers of Assurances given by Ministers should be checked systematically and a review sent to General Administration Department once in three months. The reports for the quarter ending March, June, September and December shall be sent in the first week of April, July, October and January, respectively.

(4) The Legislative Assembly Department will scrutinize the statements received from the departments of the Secretariat and place them before the Committee on Government Assurances for its consideration.

(5) The Legislative Assembly Department will send a copy of the decisions of the Committee on the implementation made, to the departments concerned.

19.8. (1) *Resolutions*: An advance copy of every resolution proposed to be moved in the Legislative Assembly shall, unless otherwise directed, be circulated to the Minister concerned as soon as a copy of it is received from the Legislative Assembly Department. The file containing the resolution with all available information shall be submitted to the Secretary who will decide on the need for consulting the Heads of Departments.

(2) *Notes on Resolutions*: Notes on resolutions shall as far as possible be self-contained. Subject to the orders of the Chief Minister, the attitude of Government to the resolutions should be determined at a meeting of the Council of Ministers. As soon as the date for the consideration of the Resolution on the floor of the Legislative Assembly has been made known by the Legislative Assembly Department orders thereon should be circulated to all Ministers and the Chief Secretary to Government at least a day before the meeting of the Legislature. No information relating directly or indirectly to the subject matter of a resolution shall be supplied to any Member of the Legislative Assembly without the orders of the Chief Minister.

(3) *Submission to Ministers of files relating to resolutions and Budget motions*: These files shall be submitted to the minister concerned as soon as they are ready and in any case not later than a day before the meeting at which they are required for reference.

(4) *Further action on resolutions*: The department concerned is responsible for any further action that may be necessary in consequence of the replies made to resolutions or of their being passed by the Legislative Assembly.

19.9 *Miscellaneous:* While considering the Legislative Assembly matters the directions issued by the Speaker, from time to time shall be taken note of by the Secretariat Departments. In case of variation from the direction of the Speaker while dealing with a case is noticed the same shall immediately be brought to the notice of the Secretary to Government and the Minister concerned. The orders of the Minister shall be obtained thereon as to whether it necessitates to bring the same to the notice of the Speaker.

CHAPTER-XX

SECRETARIAT LIBRARY

20.1 *Charge of the Library:* The Secretariat Library is in the Chief Secretariat building complex and is under the immediate control of the Under Secretary to Government (Estt.), Chief Secretariat. He will be assisted by a qualified Librarian. The Library is open during office hours and all working days of the week. The keys will be kept in the charge of the Librarian. Purchase of books for the library shall be made by the Under Secretary (Estt.) upto the value of Rs 3,000 at a time. For purchases exceeding this limit, approval of Chief Secretary shall be obtained by the Under Secretary (Estt.) before placing supply order.

20.2 *Use of Library:* Although the Library is intended mainly for the use of the Secretariat, it may also be used by other offices of the Government of Pondicherry, provided their requisitions are made through the Heads of the Offices requiring the books.

20.3 *Admittance to the Library:* Secretariat staff and other officials of the Government of Pondicherry who wish to consult books in the Library will be allowed to do so if authorised by a written order from the Head of the Attached/ Subordinate Office and Head of the Institution.

20.4 *Supply of books to the Library:* New books are acquired in the Library as per suggestions received from the Departments and from individual offices. These suggestions are at the first instance, checked up by the Librarian against the existing stock of books of the Library and a final list is prepared for approval. The Librarian may also suggest new titles or alternative titles to be included in the list.

20.5 *Treatment of Books:* All books received in the Library will be stamped with a receipt stamp on the verso of the title page to show the date and the accession number and the class number in which they are kept, and will also be stamped with the Library seal on the title page and on every hundred page and also on every plate, if there be any.

20.6 *Cataloguing:* Books retained in the Library will be catalogued and labelled with their proper numbers. Before any books are entered in the Library catalogue, the Librarian in charge will examine them and will bring to notice such books as appear unsuitable for the Library. The Librarian with the approval of the Under Secretary (Estt.) will decide whether they should be kept or not.

20.7 *Revision of the catalogue:* The Library catalogue will be maintained in Cards in Cabinet and will be supplemented by a quarterly list of additions and thereafter by a yearly cumulation. The Librarian will be responsible for keeping the catalogue upto date.

20.8 *Surplus copies of books not to be kept:* Generally, not more than two copies of any book will be kept in the library, but more copies of the same book could be kept if there are specific instructions from a particular Department. No obsolete additions of books of which later editions are in the Library will be kept, except in the case of Government publications of which more copies of the obsolete edition will be kept for use by the Departments. The Librarian will use his discretion in the case of books of a specially valuable nature.

20.9 *Procedure in sending books to the Library:* The Library should not be used as a repository of useless or surplus copies of books. A certificate, signed by the superintendent should accompany books sent to the Library stating that they are useful for reference purpose, and that their deposit has been authorised by the Head of the Department or Directorate concerned.

20.10 *Periodicals to be kept in Library:* Each Secretariat Wing should prepare a list of such periodicals and journals relating to subjects dealt, with by it as it may deem desirable to keep in the Library for reference purposes, and should arrange for the regular supply and also for the supply, on the requisition of the Librarian, of any missing copies. Stray copies of other periodicals should not be sent to the Library. Each Secretariat wing should also arrange for the regular supply and also for the supply on the requisition of the Librarian of any missing copies, of its departmental reports, rules, orders and other publications, both saleable and non- saleable. Similar publications received from other State Governments should also be sent to the Librarian as soon as they are done with.

20.11 *Disposal of Surplus Books:* The Librarian will submit, every year or in special circumstances when required, a list of useless and surplus copies of books for orders as to their disposal.

20.12 *Register of books Received:* A register of books, reports, returns, etc., received in the Library will be maintained as in Appendix 43. Serial publications are to be entered first in the progress slips and thereafter in the register when bound into volumes.

20.13 *Register of books issued:* A register of books, reports, etc., issued from the library will be kept as in Appendix 44, entries being made in it as each book is issued.

20.14 *Form of requisition for books:* Requisition for books from the Library will be made in Appendix 45 and will contain the following information:

- (i) Author, title of book and call No.
- (ii) Purpose for which it is required and if it is to be put with a case, the file No. of that case.
- (iii) Signature (in full) of the borrower.
- (iv) Name of the Department or Directorate.
- (v) Date of requisition.

(For each book a separate requisition slip is to be used).

20.15 *By whom the requisition is to be signed:* (1) The requisition for books for official use should be countersigned by a Gazetted Officer in case of Directorates and by a Superintendent in case of Departments of the Secretariat. A receipt will be taken on the requisition slips for the books issued.

(ii) The duplicate copy of any book will not be issued to any Department or Directorate except in special circumstances when the matter is immediate, but the book should be returned at the earliest opportunity and immediately if demanded by any other Department or Directorate. A duplicate copy will be issued in the same manner as stated in sub-para (1).

20.16 *Disposal of requisition slips:* One-half of the requisition slip shall be kept in the place of the book removed, and the other half which bears the borrower's receipt shall be kept on the charging tray and this portion will be returned when the book is received back and restored in position. The date of return will, at the same time, entered in the issue register against the entry of the book.

20.17 *Issue of reminders for return of book:* (1) Books should be returned as soon as done with. Ordinarily no book will be allowed to be kept for more than a fortnight, and reminders will be sent every fortnight, and if a book is not returned after three reminders, D.O. letter will be sent to the Department concerned and if still the book is not returned the fact will be reported to the Under Secretary and Deputy Secretary, Secretariat Administration Department for necessary action.

(2) It will be the duty of the Superintendent of each section in Secretariat Department to see that books obtained from the Library are not unduly detained, and that no pins are used for marking references in Library books, and they will be held responsible for ensuring that the books are returned as soon as done with.

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A register will be maintained in each Department/Directorate/Section in Appendix 46 in which will be entered the names of all books obtained from the Library and the dates of their receipt and return. The Librarian will communicate to Superintendent concerned for entry in the Register, the names of books taken direct by the officers.

(3) The Register will be preserved in the Department for a period of three years after it has been filled in.

20.18 *Responsibility for damage to books:* The Department /office or officer concerned will be responsible, for any damage done to books issued to it or him, and for their replacement in case of loss.

20.19 *Inspection of Library:* The Library will be inspected quarterly by the Under Secretary of the Establishment Secretariat in the course of his usual office inspection.

20.20 *Duties of Librarian:* The Librarian is responsible for the proper performance of all work connected with the Library and for seeing that the staff under him carries out his duties satisfactorily. He should see that all registers are correctly maintained that books are supplied properly and their returns carefully watched. He should particularly see that the correction work is punctually and correctly attended to. He should see that unauthorised persons are not allowed to enter the library and that the books, periodicals are preserved against insects and damp.

20.21 *Library correspondence, registers and filing:* Currents received or arising in the Library are stamped with Library date stamp and registered in the personal register. They are dealt with like office files and kept in the Library.

20.22 *Preservation of newspapers, gazettes and other periodicals:* Normally, newspapers are kept in the Library for a period of one year, and thereafter these are auctioned. But in certain cases, important newspapers or those for which there are specific instructions for their retention are kept in the Library as per requirement. One complete set of the "Gazette of Pondicherry" and other Official Gazettes received in the Library will be preserved in bound volumes. If any papers necessary to complete the sets in the Library are found wanting, the Librarian will promptly bring the fact to the notice of the Under Secretary (Estt.), Secretariat Department in order that the missing copies may be purchased, the charge being paid from the Secretariat contingent grant. He will also see that the journals, gazettes and other periodicals received in the Library from several Departments are complete, and will apply to the Departments concerned for members that are wanting unless already reported as retained for official use.

20.23 *Report of breach of instructions:* The Librarian will report to the Under Secretary of the Establishment Secretariat Department any infringement of these instructions.

20.24 *Physical verification:* Annual physical verification of stocks of books in the Library will be undertaken by the Under Secretary (Estt.) alongwith the assistance of his Superintendent and other staff members. Such physical verification should be done before March of each financial year.

The Library should be equipped with fire extinguishers and disinfectant should be used at suitable intervals so that the books are not spoiled by white ants insects., etc.

CHAPTER—XXI

STATIONERY AND FORMS

21.1 *Proper use of stationery:* An important form of economy in a Government Office is the economy in the use of stationery and other articles required for day to day use. For paper and other stationery, a scale of consumption as laid down by the Directorate of Stationery and Printing should be followed. This scale lays down guiding principle and it is possible to reduce the consumption to a quantity less than that indicated in the scale. All items may not be required in an office or may be required in less quantity and therefore, to that extent the consumption of that item can be reduced.

21.2 *Stationery:* The annual indents for stationery will be sent by all the departments and offices to the Director of Stationery and Printing which should reach him before February each year. The Secretary (Stationery and Printing) will forward the consolidated indent to the D. G. S. & D. New Delhi on or before November each year. Indents must ordinarily cover the requirements of each indenting office/officer, for a year. The issue of stationery will be stopped for a period of a week once a year for stock taking as notified. Indents received during this period will not be complied with unless the demand is urgent or of an exceptional nature.

21.3 *Supplementary and emergent indents:* The submission of supplementary and emergent indents shall be strictly supervised, and such indents should only be submitted in exceptional cases which should be fully explained. The Director of Stationery and Printing has the right to withhold the compliance of such indents and to request the department concerned to obtain the sanction of the Secretary of the controlling Department.

21.4 *Defective/Incomplete indents:* Indents received in the wrong form or incomplete indents as shown below will not be accepted and will be returned unexecuted by the Director of Stationery and Printing, endorsed “Returned for submission in proper form”.

- (a) Indent received from unauthorised officers
- (b) Indents not countersigned where countersignature is required by the rules.
- (c) Failure to fill in the strength of the office staff where required in the form.
- (d) Failure to fill in quantity on hand or value of the articles, indented for where required in the form.
- (e) Failure to indicate the number of typewriter or duplicator in, use.

21.5 *Standard scale:* For the convenience of the indenting officers in preparing their indents, the standard scale of supply of important articles may be had from the Directorate of Stationery and Printing. If an indent exceeds the sanctioned scale, the Secretariat, will reduce the articles indented for to within the admissible limited.

21.6 *Lapse of allotment:* The value of articles included in a particular year's indent but not supplied during the year will not be carried forward to the next year.

21.7 *Local purchase:* The articles of stationery are purchased under rules regulating the purchase of stationery as given in G. F. R. Vol. II Appendix 8 item 40 and Delegation of Financial Powers to Head of Department/Offices of Union territory of Pondicherry. When shortage in supplies occur, Departments and Offices should get non-availability certificate from the Director of Stationery and Printing and get their minimum urgent requirement from local market on competitive basis within the financial limit.

21.8 *Supply and distribution of stationery:* On receipt of the stores from any source, the Directorate of Stationery and Printing will keep a reserve stock for meeting urgent requirements and will distribute stationery to all offices proportionate to their requirements according to scale.

21.9 *Receipt of supplies:* Every supply of stationery shall immediately on receipt be entered into the proper Stock Register and issues therefrom regularly posted. The balance of stock in hand should be carried forward at the end of each month and the Stock Register shall be examined and verified by Superintendent of each Department at the beginning of every month.

21.10 *Receipts by Assistants/U.D.Cs./L.D.Cs. of Articles supplied to them:* Receipts for durable articles, when supplied to Assistants/U. D. Cs. shall be given by them to the Superintendent of the Department concerned, and each Assistant/U.D.C./L.D.C. shall personally be responsible for the articles made over to him, and shall make good losses for which he is reasonably responsible. Upon the transfer of Assistants/U.D.C./L.D.C., the articles should be made over to his successor, whose receipt shall be taken. The following are among durable articles: Rollers, Ink-stands, Ink-pots, scissors, paper-weights, gum-pots, paper-cutters.

21.11 *Indent for printing*: All jobs to be undertaken by the Government press, Pondicherry should be approved by the Administrative Secretary concerned and the Secretary in-charge of the Press before the requisition as in Appendix 47 is sent to the Director of Stationery and Printing, Pondicherry. Except standard and standardized forms, no special forms will be printed unless they have been approved by the concerned Administrative Secretary and the Secretary in-charge of the Press.

21.12 *Indent for Forms*: Every indent for forms should be sent to the Director of Stationery and Printing accompanied by, in the case of non-standard forms, sample copies. If the required forms have not been approved and printed samples is not available, a clear typed script or manuscript copy in working size should be sent with indent. A single indent should be prepared separately for standard and special forms should be submitted by each Department/Office to cover its annual requirement of all forms. Only in very special circumstances will the supplementary indents be accepted. Indenting Officers will from time to time suggest amalgamation of forms whenever possible and paper of metric size should be used. Departments and offices should whenever possible consolidate indents of various offices attached or subordinate to them.

CHAPTER—XXII

REDRESSAL OF PUBLIC GRIEVANCES

22.1 *Redressal of public grievances*:- (1) The procedure as delineated in Appendix 48 has been prescribed for adoption to deal with petitions/grievances.

(2) The objectives and functions of Review Committee will be as follows:

- i. to review the number of complaints received in each department and their timely disposal;
- ii. to see that instructions on the disposal of petition received in the departments are complied with;
- iii. to ensure that the visitor registers are maintained in the department;
- iv. to ensure that the officers are visiting the areas for hearing the public grievances in person;
- v. to ensure that the 'visitors time' is followed in all the departments;
- vi. to review the functions of the Public Relations Officers in the department;
- vii. to cause replies to be sent to all the petitions received in the departments;
- viii. to call for reports, returns and statement from all departments to enable it to exercise general check and supervision over the disposal of petition;
- ix. to take over under its direct control such grievances petitions as it may consider necessary for further action;
- x. to review the procedure and practice of administration in so far as they relate to reduction on the number of occasion and purpose for which a citizen has to come in contact with the Government.

(3) One day a week may be declared as a day for hearing grievances from the public. On this day, all Secretaries to Government, Heads of Attached Offices (Directors) and all Administrators of the outlying regions should keep themselves free to hear the grievances from the public without let or hindrance.

(4) Similarly, all Secretaries to Government, all Heads of Attached Offices (Directors) and the Administrators in the outlying region/ should set apart one hour on every working day preferably in the forenoon to allow the public to personally ventilate their grievances, if any. A Visitors' Register should be maintained by all- such officers which should be opened to inspection whenever necessary. A notice board in the regional language and English indicating the day/hour/period for the public to call on the officers should be displayed prominently in all offices.

(5) Secretaries dealing with development schemes should visit one Commune headquarters a month along with the heads of the attached offices or their representatives in Pondicherry region and along with the Chief Executive functionaries in the outlying regions by giving prior intimation to all villages in the commune about their visit and hear the grievances of the public for taking prompt follow up action.

(6) The single window concept or by holding camps for disposal of business in the field itself, wherever possible, should be followed by every department and Attached Subordinate Offices to reduce the number of occasions and purposes for which a citizen has to come in contact with the Government.

(7) In offices having large public contact, facilities should be provided to receive applications and to indicate on the spot the date by which the decision of the authority concerned would be made available to the public.

(8) A Gazetted Officer should be attached in each attached office to act as Public Relations Officer/Grievances Officer/Information Officer. An information counter and a reception desk should be put up in the offices with which public have a lot to do namely, Police, Electricity, Revenue, Public Works Department, Education and Hospital.

CHAPTER XXIII

PROCEDURE FOR CONSTITUTION OF COMMITTEES

23.1 Procedure for constitution of committees:—(1) Committees shall be constituted in this Territory by the Departments of the Secretariat, although proposals for constituting them may emanate from other sources like subordinate/attached office.

(2) All Government orders constituting the Committee must clearly spell out the following : —

- (a)** the name of the committee to signify the nature of the Committee so formed;
- (b)** the objectives/functions of the committees;
- (c)** the tenure of the committee, which should not ordinarily exceed more than three years;
- (d)** the eligibility of non-official members to draw T.A., D.A. whenever they are from outside Pondicherry. Such proposals must be cleared by Finance;
- (e)** as to how often the committee should meet;
- (f)** the powers of the Chairman to co-opt others into the committee, whenever necessary;
- (g)** the designation of the Members Secretary, Convenor of the Committee who shall ordinarily be responsible for the proper functioning of the committee;
- (h)** the designation, if any, of the members of the committee. (All officials/Ministers included in the Committee should ordinarily be mentioned by designation and not by name so as to ensure the continuity of the committees without necessitating their reconstitution as and when these officers/Ministers relinquish the posts)
- (i)** all committees which include members of the Council of Ministers or the Legislature should be reconstituted as and when the Assembly stands dissolved.

(3) All such standing committees constituted by the Departments should invariably be notified in the Official Gazette.

(4) Deputy Secretaries to Government/Under Secretaries to Government shall be nominated as Member-Convenors or Secretaries of Committees which are purely policy oriented or administratively oriented. However, in such important Committees where the Chief Minister or the Lieutenant-Governor happens to be the Chairman, the Secretaries to Government should be the Member-Convenors or Secretaries, wherever possible. Committees in which Ministers function as Chairman, the Heads of Attached offices concerned may function as Member-Convenors/ Secretaries, wherever possible. All Committees which are functional or action oriented shall have the heads of the Attached Offices or other executive functionaries enjoying the status of a 'Head of Office' as Member-Convenor/Secretary.

(5) Such Member-Convenors/Secretaries shall be responsible for carrying out the following functions:

- (a) the preparation of Agenda for the meeting of the Committee;
- (b) the preparation of background notes on the items placed on the Agenda for the Chairman;
- (c) fixing the date for convening the meetings;
- (d) prepare the minutes of the meeting and submit the same, to the Chairman of the Committee (through the Secretary of the Department concerned whenever necessary) within 48 hours from the close of the meeting i.e., excluding the intervening holidays.
- (e) on approval of the minutes, making copies of the same and forward the same to all members of the Committee for appropriate follow-up action, with a request whenever necessary to furnish a report on the action taken on the minutes within a stipulated time.
- (f) prepare a report on the action taken on the minutes of the previous meeting, if any, and submit the same to the Chairman of the Committee well before the next sitting of the Committee.

(6) The Member-Secretary/Convenor himself must initiate action for co-option of additional members, the reconstitution of Committee, carrying out amendments to the Government order constituting the Committee as and when necessary without waiting for instructions, from the Chairman or otherwise. For this purpose, a list of committees should be prominently displayed in his office to serve as a constant reminder.

(7) All the files dealing with the constitution of Committees as well as related files shall be retained in the Central Records Branch and the Internal Record Room of the respective attached offices and eventually transferred to the Pondicherry Archives at the end of the ten year period.

(8) A review of all Committees may be carried out once in three years to weed out all those committees which do not serve any useful purpose and those which have not met even once in the course of the last one year.

(9) The above instructions will not be made applicable to the Committees constituted under the rules of procedure and conduct of Business of the Pondicherry Legislative Assembly 1966, Recruitment Committees, Departmental Promotion Committees and other statutory Committees.

CHAPTER XXIV

OFFICE ESTABLISHMENT—SERVICE MATTERS

[This chapter contains a gist of various instructions on service matters relating to conditions of service, recruitment and reservation policy and other cognate matters. They are not exhaustive and are meant to give the officers and staff proper approach. Hence, the officers and staff should further go into the relevant rules/instructions while dealing with any case.]

24.1 Condition of Service: Under the Pondicherry Administration Conditions of service of employees) Rules 1966, the conditions of service of all persons appointed to the Central Civil Services and posts Group 'A', Group 'B', Group 'C' and Group 'D' under the Administrative control of the Administrator of Pondicherry shall be the same as the conditions of service of persons appointed to other corresponding Central Civil Services and posts and shall be governed by the same rules and orders as are for the time being applicable to the latter category of persons.

24.2 Mode of Recruitment:(a) Employment Exchange: Whenever direct recruitment is resorted to for filling up of posts, a panel of names of suitable candidates should invariably be called for from the Employment Exchange and the work entrusted to the Recruitment Committees. Even in respect of *ad hoc* postings by direct recruitment, the Employment Exchange should be consulted.

(b) Recruitment Rules: In framing the Recruitment Rules for various posts, the procedure prescribed by Government, from time to time should be followed. The consolidated instructions issued by the Department of Personnel and Administrative Reforms, Ministry of Home Affairs, New Delhi, in their OM No. 14017/24/76-Estt.(RR) dated 22-5-79, will be followed while framing recruitment rules or amendments thereto for the posts/services in this Administration.

24.3 Promotion:(i) Classification of Posts: For the purpose of promotion, posts are classified into the following two categories:

(a) Selection posts i.e. posts, promotion to which is to be made by selection based on merit.

(b) Non-selection posts, i.e., posts promotion to which it to be made by seniority, subject to the rejection of the unfit.

Promotion from one post to another is made in accordance with the relevant recruitment rules. In making promotions, it should be ensured that suitability of the candidates for promotion is considered in an objective and impartial manner. For this purpose, Departmental Promotion Committees should be formed in each Department.

(ii) Functions of the DPC: The Departmental Promotion Committees so constituted shall judge the suitability of Officers for:

- (a) promotions to selection as well as non-selection posts;
- (b) confirmations in their respective grades/posts;
- (c) assessment of the work and conduct of probationers for the purpose of determining their suitability for retention in service or their discharge from it or extending in the prescribed period of their probation; and
- (d) consideration of cases of Government servants for crossing the efficiency bar.

(a) 1. Selection method: Where promotions are to be made by selection method as prescribed in the Recruitment Rules, the field of choice *viz.* the number of officers to be considered should ordinarily extend to 5 or 6 times the number of vacancies expected to be filled within a year. The officers in the field of selection excluding those considered unfit for promotion by Departmental Promotion Committee should be classified by the Departmental Promotion Committee as “Outstanding”, “Very Good”, and “Good” on the basis of their merit, as assessed by the DPC after examination of their respective records of service. In other words, it is entirely left to the DPC to make its own classification of the officers being considered by them for promotion to selection posts, irrespective of the grading that may be shown in the CRs. The panel should, thereafter, be drawn up to the extent necessary by placing the name of the ‘Outstanding Officers’ first, followed by the officers categorised as ‘Very good’ and followed by the officers categorised as ‘Good’. The inter seniority of officers belonging to anyone category would be the same as their seniority in the lower grade.

2. Non-Selection method: Where the promotions are to be made on non-selection basis according to Recruitment Rules, the Departmental Promotion Committee need not make a comparative assessment of the records of officers and they should categorise the officers as ‘Fit’ or ‘Not yet fit’ for promotion on the basis of assessment of their records of service. The Officers categorised fit should be placed in the panel in the order of their seniority in the grade from which promotions are to be made.

(b) Confirmation: In the case of confirmation, the DPC should not determine the relative merit of officers but it should assess the officers as ‘Fit’ or ‘Not yet fit’ for confirmation in their turn on the basis of their performance in the post as assessed on the basis of their record of service.

(c) Probation: In the case of probationers also, the DPC should not determine the relative grading of officers but only decide whether they should be declared to have completed the probation satisfactorily. If the performance of any probationer is not satisfactory, the DPC may advise whether the period of probation should be extended or whether he should be discharged from service.

(d) Efficiency bar: The DPC constituted for considering cases of Government servants for crossing the E.B. need not sit in a meeting but may consider such cases by circulation of papers. The DPC may consider such cases on the basis of upto-date records of performance in written tests and/or trade test prescribed by the administrative Ministry, if any. The DPC need only to recommend whether the officer concerned is fit or not yet fit to cross the efficiency bar. The review of the case of a Government servant who has been held up at the efficiency bar stage on the due date should also be done in accordance with the same procedure by the DPC.

24.4 Reservation for Scheduled Castes, and Scheduled Tribes in Services:

(1) Reservations have been provided for Scheduled Castes and Scheduled Tribes in services in pursuance of the constitutional provisions contained in Article 16(4) and 335. Though reservations existed even before 1950, reservation rosters are to be maintained in this Administration from 1st April 1973 onwards. Detailed instructions regarding the special representation in services for members of the Scheduled Castes, Scheduled Tribes, and the various orders in that behalf are contained in the Brochure on Reservation for Scheduled Castes and Scheduled Tribes in Services, Sixth Edition, 1982 which has been issued separately by the Department of Personnel and Administrative Reforms. These instructions and the orders issued by the Government of India from time to time should be followed strictly.

(2) A vacancy reserved for Scheduled Caste or Scheduled Tribe should not be filled by a general candidate without its being dereserved in accordance with the prescribed procedure. After such dereservation, the reservation is required to be carried forward to subsequent three recruitment years. All proposals for dereservation should be submitted to competent authorities viz., Chief Secretary for vacancies in Group 'C' and 'D', Lieutenant-Governor for vacancies in Group 'B' and Government of India, Ministry of Home Affairs, Department of P & A R for vacancies in all Group 'A' posts, through the Inspecting Officer, Enforcement Cell, Chief Secretariat, Pondicherry.

(3) Instructions have been issued from time to time by the Department of Personnel and Administrative Reforms. Regarding reservations and concessions to Scheduled Castes and Scheduled Tribes in the matter of promotions and regarding reservations in confirmations. These instructions should

be duly taken into account by the appointing authorities concerned while formulating proposals for promotion/confirmation for consideration of DPC. The relevant instructions should also be kept in view by the DPC while considering proposals for promotions/confirmations.

24.5 Reservation of vacancies for the Physically Handicapped in Group C and D posts: Government of India have extended the reservation of posts in Civil Services for the Physically Handicapped Persons from the year 1977. In a 100 point roster, 3rd point occurring in the roster should be reserved for blind and the 37th and 70th points should be reserved for deaf and orthopaedically handicapped persons respectively as per General Administration Department's G. O. Ms. No.29, dated 9-4-1981. In case any of these vacancies happens to be reserved for the Scheduled Castes and Scheduled Tribes or Ex- servicemen, the next clearly available vacancy should be reserved for Physically Handicapped persons. If in any year, the vacancies reserved for these categories are not filled, the reservations should be carried forward for a period of up to three recruitment years. *Inter-se-exchange* of vacancies is permissible if candidates belonging to the particular category of persons are not available or if the nature of vacancies in an office is such that a given category of persons cannot be employed. A general candidate can be appointed against the vacancy reserved for Physically Handicapped only after getting the dereservation orders of the competent authority viz., Chief Secretary through the Inspecting Officers, Enforcement Cell, Chief Secretariat, Pondicherry in the case of non-availability of suitable Physically Handicapped persons even after notifying the vacancies to Special Employment Exchange for Physically Handicapped and Rehabilitation Centre for Physically Handicapped. The upper age limit in the case of blind, deaf-mute and orthopaedically handicapped persons shall be relaxed up to 10 years. The reservation orders for Physically Handicapped persons issued by the Government will not apply for promotion.

24.6 Reservation for Ex-servicemen in Group C, and D posts: Reservation of vacancies is available for Ex-Servicemen in Group C and D posts in the Union Territory Administration as per the reservation orders of the Government of India communicated vide General Administration Department's G.O. Ms. No. 17, dated 11-2-1980 and G.A.D., G.O. Ms. No. 68, dated 11-10-83. The reservations of 10% and 20% of total vacancies in any year in Group C and D categories respectively shall be made for Ex-Servicemen. In the case of non-availability of suitable Ex-Servicemen after notifying vacancies to Rajya Sainik Board, Pondicherry which has been declared as the sponsoring agency in respect of vacancies reserved for Ex-Servicemen, a general candidate can be appointed against the vacancies reserved for Ex-Servicemen after getting the approval of the Government.

24.7 Ad hoc Appointments: Persons appointed on *ad hoc* basis without consultation with the U.P.S.C. in respect of Group 'A' and Group 'B' posts, and those appointed in the absence of recruitment rules are to be replaced by persons approved for regular appointment by direct recruitment, promotion or transfer, as the case may be. Until they are replaced, such persons will be shown in the order of their *ad hoc* appointments and below all persons regularly appointed to the grade. Hence such Government servants cannot be placed on 'Probation'. The claims of eligible officers belonging to SC/ST are also to be considered.

24.8 Engagement of Contingency paid staff: The Head of Departments are empowered to engage at their discretion menial staff like sanitary assistant, sanitary helper, etc. on part time basis, at the wages fixed by the Government from time to time, according to the exigencies of service and in the normal circumstances of service.

24.9 *Declaration regarding Scheduled castes/Scheduled tribes candidates:-* On their first appointment, Government servants are required to furnish a declaration to the effect that they belong/do not belong to Scheduled Caste/ Scheduled Tribes. In the case of Government servants already in service, such a declaration, if not already furnished, should be obtained from them.

24.10 *Appointment:-*(1) Appointment to a post will be made in accordance with the regulation made therefor by the Government. Wherever no recruitment rules exist for a specified post, the appointment shall be made only on 'ad hoc' basis.

(2) Appointment to Group 'A' and Group 'B' posts should be invariably made in consultation with the Union Public Service Commission, except in respect of cases covered by the provisions of the U.P.S.C. (Exemption from consultation) Regulations, 1968, as amended from time to time.

(3) The administrative departments should furnish regularly to the U.P.S.C. assessment reports on the candidates appointed on the recommendations of the commission for a period of five years in respect of two years after appointment in the case of officers selected through interview.

(4) Wherever it is proposed to make an appointment in relaxation of any provisions in the recruitment rules, the orders of the Lieutenant-Governor should be invariably obtained before the appointment is actually made.

24.11 *Character and Antecedents:-* Government should be satisfied that in respect of every candidate appointed to a post, his character and antecedents are such as do not render him unsuitable for appointment to

Government service. For this purpose, the appointing authority should get the character and antecedents of the person concerned verified in accordance with the procedure laid down.

24.12 *Medical fitness:-* (1) To ensure that only persons, as are physically as well as mentally sound in health, are admitted to Government service, every candidate for appointment to a post (including appointment on part-time basis) under Government is required to produce a medical certificate of fitness from the appropriate medical authority except in cases where the appointment is made specially for a period not exceeding three months in a non-pensionable establishment, when no medical certificate will be necessary unless it is decided later to extend the appointment beyond the 152 months.

(2) In view of the admissibility of family pension to the families of those Government servants who die before completion of one year of continuous service, in no case should a person be allowed to join Government service in a pensionable establishment without having been medically examined and found fit.

(3) If the appointee is declared medically fit, a certificate to that effect is to be furnished to the Directorate of Accounts and Treasuries while the first pay is claimed for the appointee. The provisions of F.R.10 and articles 49-51 of CSR Vol-I

relating to conditions of age and health

have to be followed.

24.13 Service Books:- (1) A service book should be opened in respect of each member of the staff except contingency-paid staff. The entries made therein should be attested by the Head of Office. It shall be the duty of every Head of Office to show the Service books to the Government servants concerned every year and to obtain their signature therein in token of their having inspected the service books.

(2) The maintenance of service books shall be done as detailed in Supplementary Rules 197 to 203, read with Rule 81 of the General Financial Rules and in Articles 815, 816 to 822 of CSR Vol-I.

24.14 *Date of Birth*:- (1) Every new appointee should, at the time of appointment, declare the date of his birth by the Christian era, duly producing documentary evidence (e.g.) S.S.L.C. or Matriculation certificate, municipal birth certificate and so on. If the appointee is unable to state his exact date of birth but can state the year or year and month of birth,

the 1st July or the 16th of the month respectively should be treated as the date of birth. If he is only, able to state his approximate age, his date of birth will be assumed to be the corresponding date after deducting the number of years representing his age from his date of appointment.

(2) The actual date or the assumed date determined should be recorded in the service book, and, once recorded, it should not be altered, except in the case of a clerical error, without the previous orders of the Government. The provisions of rules 79 and 80 of GFR-1963 may be followed.

24.15 Declaration of home town:—On his first appointment, a Government servant is required to make a declaration regarding his 'home town' for purpose of leave travel concession. Subsequent change in the declaration of home town can be made only with the approval of the competent authority.

24.16 Discipline and conduct :—(1) Every Government servant should carry out the duties of his office loyally, honestly and with impartiality and in this manner, also follow scrupulously the provisions of Central Civil Services (Conduct) Rules, 1964.

(2) As regards penalties for defaults on the part of the employees, the Central Civil Services (CCA) Rules 1965, will apply.

(3) No Government servant should, unless empowered by a competent authority to do so, communicate to another Government servant or to non-official persons, or to the press, any document or information which has come into his possession in the course of his public duties.

(4) Although a competent authority may permit a Government servant to undertake a work of casual or occasional character and accept remuneration therefor, a whole time Government servant should not ordinarily be allowed to accept any part-time employment, whether under Government or elsewhere, even though such employment may be after office hours. In rare cases, where it is proposed to give permission to the Government servant to accept part-time employment, prior sanction of Government should be obtained.

24.17 Confidential reports/Character rolls:—(1) The Head of office or the officer under whose direct supervision and control a Government servant works, shall write and maintain a confidential report in the Proforma prescribed for each category of staff, in accordance with the instructions issued by Government from time to time. The Head of office should also ensure that the reports are up to date and they are properly and promptly put up to the Reviewing Authority.

(2) In the case of Government servants deputed on foreign service, the Confidential Reports should be got written by borrowing authority.

(3) The adverse remarks recorded in the Confidential Reports of the Government servants should be communicated to them within one month from the date of recording such remarks. Along with the adverse entry, the substance of the entire report including what may have been stated in praise of the officer should be communicated so that the defective aspects are rectified by the person reported upon. The improvements made in respect of the defects mentioned in the earlier report should also be communicated to the officer in a suitable form.

(4) Confidential Reports need not be maintained for Group D staff unless it is absolutely essential or it serves public interest i.e. where the staff is employed on sensitive work. In such cases, it may be necessary to continue the system of Confidential Reports for maintaining efficiency in exercising proper control and discipline. Where the Confidential Reports are dispensed with, the punishments including the recordable warnings, commendations etc., conveyed to the employees should be entered in the Service Book.

24.18 Property return:—Every Government servant, on his first appointment, should furnish a return, filling in all columns, regarding immovable property held by him. Group A and Group B Officers should give an annual return regarding the immovable property acquired by him during the preceding year. Where no 'nil' report has been made and no modification is called for, the statement shall be repeated, every year, in full. The returns given by the Government servant should be sent along with other documents like service books, confidential report in case of transfer. The return will be handled and treated, as 'Secret'. Rule 18 of the C.C.S (Conduct) Rules, 1964 may be referred.

24.19 Probation:—(1) Every person appointed in Government service will be placed on probation for the period prescribed in the relevant recruitment rules.

(2) The orders appointing Government servants to posts should contain a clause to the effect that they are placed on probation for the period specified in the recruitment rules framed for the posts. However, Government servants appointed on ad-hoc basis cannot be placed on probation. A register in the form shown in the Appendix 51 will be maintained right from the date of appointment. The exact date of completion of probation of each probationer should also be noted in the reminder diary of the establishment section of the department. If, for any reason; the date is postponed, the further date should be entered in the diary. If the probationer is required to pass any test (s), special or general, during the currency of probation, they

should be indicated in the register. Entries may be made in the register as soon as the probationer passes the test(s). The register should be submitted to the appointing authority on the first of each month together with an abstract.

(3) On the date following that on which the probationer has completed probation, the probationer's case should be submitted to the appointing authority for orders as to whether an order may issue declaring him to have satisfactorily completed the period of probation.

(4) The appointing authority's decision as to the satisfactory completion of probation or otherwise by a particular individual is based on the Assessment Report. The Register of probationers as prescribed in Appendix 49 is to be maintained by all appointing authorities.

(5) The consolidated orders/instructions pertaining to 'probation' as issued by G.A.D. in U.O.Note/Memorandum No. 3/14/86-GAD (CC-U I) dated 1-10-86 will be the broad guidelines to be followed in the matter.

24.20 *Quasi-permanency*:—(1) A temporary Government servant is deemed to be in quasi-permanent service:

(a) If he has been in continuous Government service for more than three years; and

(b) If the appointing authority, being satisfied as to his suitability in respect of age, qualifications, physical fitness, work, and character for employment in a quasi-permanent capacity, has issued a declaration to that effect in accordance with the instructions issued in this behalf.

(2) A Government servant in quasi-permanent service and holding a specified post is entitled to the same conditions of service in respect of leave, allowances and disciplinary matters as a Government servant in permanent service.

(3) The appointing authority will issue the quasi-permanency declaration in accordance with the rules and instructions in force from time to time, with the prior concurrence of the Controlling Authority wherever necessary.

(4) Where recruitment to a specified post is required to be made in consultation with the Union Public Service Commission, certificate of quasi-permanency may be issued without reference to the Commission, provided the recruitment has been made, through or with the approval of the Commission.

24.21 Confirmation:—(a) Confirmation is an important event in the career of a Government servant. Timely confirmation is a recorded proof of job security conferred upon an employee and it makes one to realise his secured position in his job as well as the added responsibility in the discharge of his duties. It would also be quite a right step in the direction towards improving the morale of the Government servants and naturally this could be expected to enhance the efficiency of the Administration in general.

(b) Confirmation in services/posts depends, by and large, on the following factors:

- (i) Availability of permanent posts,
- (ii) Eligibility of persons concerned for confirmation,
- (iii) Seniority, and
- (iv) Suitability of persons within a zone of consideration for confirmation.

(c) Confirmation should not be delayed, D.P.Cs. should be convened to consider the cases of eligible temporary employees for confirmation, as soon as the permanent posts become available as a result of retirement/death /resignation of permanent employees or due to conversion of temporary posts into permanent ones. In case the officers concerned are assessed fit for confirmation, confirmation orders should be issued as expeditiously as possible (after completing quickly the necessary formalities, *e.g.*, medical examination etc., where necessary).

(d) Before confirming a Government servant, the competent authority should satisfy himself:

(i) that the person concerned is educationally qualified unless the educational qualifications were specifically relaxed in his case by the competent authority in accordance with the instructions issued by the Ministry of Home Affairs (now D. P. & A. R.) or he belonged to a category of persons in whose case the prescribed educational qualifications stood relaxed at the time of his initial appointment in accordance with the orders issued by the Ministry of Home Affairs (now D. P. & A. R.).

(ii) that the person satisfied the condition of the age limit prescribed in the recruitment rules at the time of his initial appointment unless he was exempted from the condition to the extent provided in the instructions issued by the Ministry of Home Affairs (now D. P. & A. R.) or the condition was specifically relaxed in his case by the competent authority under the relevant instructions issued by the Ministry of Home Affairs (now D. P. & A. R.).

(iii) that he has been examined by appropriate medical authority and found fit, at the time of first appointment in Government service.

(iv) that he is qualified for confirmation under the relevant statutory rules, executive orders and administrative instructions.

(v) his character, conduct and work render him suitable for permanent retention in Government service.

(vi) he has passed the departmental test etc., prescribed unless exempted by special or general order.

(vii) he has satisfactorily completed his probation period.

(viii) he has good reputation of integrity and honesty.

(ix) necessary integrity certificate has been got issued with the clearance of the Vigilance Officer.

(e) All cases of confirmation should be invariably referred to the Departmental Promotion Committee relevant to the categories of the posts. Confirmation should be made strictly according to seniority subject to the rejection of the unfit.

(f) The procedure for cancellation of an erroneous confirmation of Government servants has been laid down in the Ministry of Home Affairs G. M. No. 32/5/54-Estt(A), dated 27-11-1954, No. 12/2/67-Estt(D), dated 21-3-1968 and No. 12/3/69-Estt(D), dated 18-7-1970.

(g) The consolidated orders/instructions pertaining to "Confirmation" as issued by General Administration Department U.O. Note/Memorandum No.3/14/86-GAD (CC-UI), dated 1—10—1986 will be the broad guidelines to be followed in the matter.

24.22 Seniority:—(i) The order of confirmation is determined basically by the position occupied by a candidate in the seniority list of personnel of a particular cadre/post. Hence, the preparation and circulation of draft seniority and notification of final seniority list are the important items of work in an establishment.

(ii) The general principles for determination of seniority of persons appointed to various Central Civil Services and posts are contained in the Annexure to the Government of India, Ministry of Home Affairs, O.M. No. 9-11/55 RPS, dated the 22nd December, 1959 and O.M. No. 9/45/60-Estt(D), dated 20-4-1961 communicated in G. O. Ms. No. 48 dated, 9-7-1970 of the Appointments Department, Pondicherry. These general principles came into force with effect from 22nd December, 1959 and are applicable to the determination of seniority of persons

appointed to various Central Civil Services and post on or after 22nd December 1959. These general principles of seniority are not applicable to persons appointed to a grade prior to 22nd December, 1959 and they will continue to be governed by the principles existing prior to that date.

(iii) The consolidated orders/instructions pertaining to 'Seniority' as issued by General Administration Department in U. O. Note/Memorandum No. 3/14/86-GAD/CC-VI, dated 1-10-1986 will be the broad guidelines to be followed in the matter of seniority.

24.23 *Termination of Services of Temporary Government Servants:*—The conditions of service of temporary Government servants are governed by the provisions in the Central Civil Services (Temporary Service) Rules, 1965. The services of a temporary Government servant can be terminated, without giving any reason, under Rule 5 of the said Rules or for any misconduct under the provisions of Central Civil Services (Classification, Control and Appeal) Rules, 1965 after observing the procedure prescribed therein.

24.24 *Extension and Re-employment:*—(i) The instructions on the grant of extension of service/re-employment to Central Government servants beyond the age of superannuation, have been issued by the Ministry of Home affairs (now the Department of Personnel and A. R.) from time to time over a period of years. These instructions are spread over a number of memoranda circulated by the Ministry of Home affairs (now Department of Personnel and A. R.)

(ii) No proposal for extension of service/re-employment beyond the age of superannuation should ordinarily be considered.

(iii) Extension of service/re-employment can be justified only in very rare and exceptional circumstances. Even in such cases, 60 years of age should be the deadline for non-scientific/non-technical posts and 62 years in the case of scientific/technical personnel. This should not be construed to mean that extension of service/re-employment can be granted to non-scientific/ non-technical personnel up to the age of 60 years and to scientific/technical personnel up to the age of 62 years more or less as a matter of course. The over-riding consideration for the grant of extension of service/re-employment is that it must be clearly in the public interest and in addition satisfy one of the following two conditions :—

- (a) That other officers are not ripe enough to take over the job; or
- (b) that the retiring officer is of outstanding merit.

(iv) The service of a government servant who is given an extension of service is treated as continuous, whereas the service of a re-employed pensioner is regarded as fresh temporary service for all purposes.

24.25 *Transfer on deputation/foreign service:* (1) The transfer of Government employees on terms of deputation to other State Governments/ Central Governments/autonomous bodies/public undertakings is governed by the instructions contained in the Government of India, Ministry of Finance Q. M. No. F. 1 (ii)-E.III (B)/75, dated 7-11-1975 as amended from time to time.

(2) Chapter XII of the Fundamental Rules dealing with foreign service will 'Mutatis—Mutandis' apply to all cases of foreign service.

24.26 *No-objection certificate for passport:*—(1) According to the Passport Act, 1967 and the passport Rules 1980, a Central/State Government employee or an employee of statutory body or of public sector undertaking is required to produce "NOC" in original from his department at the time of application for issue of passport. The following are the guidelines prescribed by Government for verification of applications for 'NOC'.

(i) Whether any disciplinary proceedings are pending or contemplated against the individual.

(ii) Whether any vigilance case is pending or contemplated against him.

(iii) Whether there are grounds to believe that the applicant could figure adversely in the security records of the Government.

(2) In case an employee does not attract any of the above grounds 'No-Objection Certificate' may be invariably issued in his favour.

(3) The Head of Department should address the Chief Vigilance Officer and the Inspector General of Police for obtaining vigilance/security angel clearance simultaneously. On receipt of the clearances from both the Departments, he should forward the papers to the concerned Secretariat Department along with his recommendations and a certificate regarding the disciplinary proceedings pending or contemplated against the individuals. The decision to issue 'No Objection Certificate' should be taken at the level of Secretary to Government and the orders issued by an officer not lower in rank than that of Under Secretary to Government.

(4) Chief Vigilance U. O. Note/Memorandum No. 3-6/85-CVO, dated 7-8-85 refers.

24.27 *Forwarding of applications of Government Servants for posts and appointments elsewhere:* (i) No hard and fast rules can be laid down in the matter of dealing with the applications of the Government servants applying for posts and appointments elsewhere. Whether a particular application should be forwarded must rest with the authority through whom the application has to be forwarded. In taking the decision, the authority has to balance the interests of the Territory against the necessity of avoiding hardship to the individual.

(ii) Specific orders have been issued by the Ministry of Home Affairs from time to time in regard to the procedure to be followed in the case of those who apply for posts in the same/other Central Government departments and in the case of those who apply for posts in public sector undertakings. The relevant orders should be followed.

(iii) Similarly, the procedure for submission of applications by serving employees in response to advertisements of UPSC, Staff Selection Commission and Banking Service Recruitment Boards has been detailed in Department of Personnel & Administrative Reforms O.M. No.42015/4/78/Estt.(C), dated 1-1-1979 and O.M. No. 28016/1 /80-Estt.(C), dated 18-7-1980.

(iv) The applications submitted by Government employees in response to advertisements issued by United Nations Agencies or other international organisations in newspapers should not be forwarded.

(v) The Government of India's instructions under Article 67 of Central Service Rules Vol.-I dealing with the question of forwarding of applications may be followed.

24.28 *Permission to government servants to attend college etc.:*—Permission to study and appear for University examination may be granted by the Heads of Departments concerned subject to the following conditions:—

(i) Studies for examination should not be detrimental to the official duties of the Government servant concerned.

(ii) The permission granted may be withdrawn at any moment without assigning any reason in case of detriment to the official duties.

This is in accordance with the instructions contained in Department of Personnel & Administrative Reforms U.O. Note/Memorandum No. 31-18/86-GAD/SS.I(1), dated 19-12-1986.

24.29 *Resignation:*—(1) When a Government servant tenders resignation, the appointing authority in respect of the service or post in question is the authority competent to accept the resignation of the Government servant.

(2) The general rule is that resignation from service should be accepted because it is not in the interest of the Government to retain an unwilling Government servant in service. The exceptions are indicated below:

(i) Where the Government servant is engaged on work of importance and it would take time to make alternative arrangements for filling the post, the resignation should not be accepted straightaway, but only when alternative arrangements for filling the post have been made.

(ii) Where a Government servant against whom an inquiry or investigation is pending (whether he has been placed under suspension or not) submits his resignation, such resignation should not normally be accepted. The appointing authority should examine whether it would be in the public interest to accept the resignation. Where charges do not involve moral turpitude, or where the evidence against the accused Government servant is not strong enough justifying protracted proceedings, it may be cheaper to the public exchequer to accept the resignation.

(3) The appointing authority should decide the date from which the resignation should become effective. In case of sub-para. (i) above, the date should be that with effect from which alternative arrangements can be made. If the Government servant is on leave, resignation may be made effective either immediately or on the termination of the leave. Where a notice is prescribed leave may be counted towards the notice period. The appointing authority should decide whether the resignation should become effective immediately or with effect from some prospective date. The date should be specified.

(4) The check list of points for consideration as stipulated in Ministry of Home Affairs (DP.AR) O. M. No. 24011-1/76-Estt.(B), dated 17-5-76 should be followed.

24.30 Retirement:—Every Government servant shall retire from service on the afternoon of the last day of the month in which he attains the age of fifty eight years or according to the rules in force as amended from time to time. Government servant in Group-D service or post shall retire from service on the afternoon of the last day of the month in which he attains the age of sixty years or as per rules in force as amended from time to time. The provisions of F. R. 56 may be followed.

24.31 Premature retirement:—(i) In accordance with the provisions of Fundamental Rule 56(i) the appropriate authority has the absolute right to retire if it is necessary to do so in public interest, any Government employee as follows:

(a) If he is in group A or B service or post and has entered Government service before attaining the age of 35 years, after he has attained the age of 50 years;

(b) In any other case, after he has attained the age of 55 years provided that in the case of a group 'D' official, such action can be taken if he entered service after 23rd July 1966.

In other words, a Government servant belonging to Group 'A' and 'B' who has entered Government service after attaining the age of 35 years, and officers belonging to group C and D can be prematurely retired after they have attained the age of 55 years with the exception of Group 'D' officials, who entered service on or before 23rd July 1966. -

(ii) In addition, a Government servant in Group 'C' service or posts who is not governed by any pension rules, can also be retired after he has completed thirty years service, under F.R. 56(1).

(iii) Identical provisions exist in Article 459 of the Civil Service Regulations.

(iv) Provisions also exist in rule 48 of the C.C.S. (Pension) Rules, 1972, for the retirement of a Government employee by giving him three months notice, if it is necessary to do so in public interest, after he has completed 30 years of qualifying service for pension. In other words, a Government employee who may belong to group A, B, C or D can be prematurely retired, irrespective of the age at the appropriate time, after he has completed 30 years of qualifying service.

(v) Provisions exist in the relevant rules which confer reciprocal right on Government employee to seek voluntary retirement after he has attained the age of 50/55 years or has completed 30 years of service, as the case may be.

(vi) The cases of Government servant covered by F.R. 56(j) or Rules 48 of the C.C.S. (Pension) Rules, 1972 or C.S.R. 459(h) should be reviewed six months before they attain the age of 50/55 years or complete 30 years service/30 years of qualifying service, whichever occurs earlier.

(vii) A committee, known as Screening Committee, has been constituted by the Government in (erstwhile) Appointments Department G.O. Ms. No. 42 dated 20th May 1970 to examine and advise the Government on cases of premature retirement of Government servants.

(viii) In order to ensure that the review is undertaken regularly and in due time, Departments are requested to maintain a suitable register (or registers) of employees under their control or who belong to cadres/services controlled by them, who are due to attain the age of 50/55 years or complete 30 years of service, as the case may be, and also to instruct their attached and subordinate offices to take similar action. This register should be scrutinised at the beginning of every quarter by a senior officer in the department and in attached and subordinate offices and the review undertaken according, to the schedule mentioned in M.H.A., O.M. No.25013/14/77-Estt.(A), dated the 5th January, 1978, M.F., O.M. No. F.12(8)-E V.(A)/60, dated the 6th July, 1960, & D.P. & A.R.O.M. No.25013/4/78-Estt (A), dated the 9th August, 1978.

24.32*Pension*: Regarding admission of the employees into pension, the Central Civil Services (Pension) Rules, 1972 will be applied.

APPENDIX 1

Proforma for handling over / taking over files

[Vide para 5.14(3)]

Year	Standard Head Number	Sub-head if any	File Nos.	Handed / Taken over

Handed over

Taken over

Signature

Signature

Signature of Office-in-charge

APPENDIX – I A

Proforma for handing over/taking over of records other than files and such records which have got proper inventory register.

[Vide para 5.14(4)]

Sl. No.	Type of records	No. of items handed / taken over	Identification Nos./marks/ description if any

Handed over

Taken over

Signature

Signature

Signature of Office-in-charge

APPENDIX – 2
Movement Register
[Vide para 7.7(1)]

Name of Office:

Sl. No.	Date	Name and designation of the Official	Reasons for leaving the office on duty / personal grounds	Time of leaving the office	Initial of the head of office	Time of returning to office	Signature of the official on return	Initial of the head of office
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

APPENDIX – 3

*Register of Complaints against Government Servants to be maintained by all Government Establishments**
(including the Administrators in the outlying regions)

[Vide Para 7.26 (V)]

Sl. No.	Date of receipt	Name and address of complainant	Subject matter of the complaint	To whom despatched	Date of dispatch of complaint	Remarks regarding final disposal
(1)	(2)	(3)	(4)	(5)	(6)	(7)

* Will not include the Secretariat Departments

APPENDIX – 3A

Register of Complaints against Government Servants to be maintained by the Departments (Secretariat)

[Vide Para 7.26 (V)]

[illegible]

APPENDIX – 3B

Register of Complaints against Government Servants to be maintained by Secretaries to Government

[Vide Para 7.26 (XII)]

[illegible]

APPENDIX – 4

Dak Register

[*Vide* Para 8.3 (6)]

Date: _____

Sl. No.	Particulars of dak received		From whom received	To whom sent	Remarks
	Number	Date			
(1)	(2)	(3)	(4)	(5)	(6)

APPENDIX – 5

Invoice

[*Vide* Para 8.4 (1)]

Department: _____

Section: _____

Date	C. R. Nos. of dak sent	Number of items of dak		Total	Signature of receiver
		Registered in dak register	Not register in dak register		
(1)	(2)	(3)	(4)	(5)	(6)

APPENDIX – 6

Section Diary

[Vide Para 9.2 (1)]

Date: _____

Sl. No.	Number and date of receipt		From whom	Brief subject	To whom marked	File No.	Remarks
	Number	Date					
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

INSTRUCTION

1. Column 1–6 will be filled at the stage of diarizing, i.e. before the receipts are made over to the dealing hands.
2. Column 7 will be filled on the basis of entries in Column 4 of the assistant's diary. For this purpose the diarist will collect and consult the assistants' diaries periodically, say once a week.
3. Movement of receipts marked to officers for perusal will be indicated in Column 8.

APPENDIX – 8

Assistant's Diary

[Vide Para 10.1 (2)]

Sl. No.	Diary No. or File No.	Subject	File No.	Date of submission
(1)	(2)	(3)	(4)	(5)

INSTRUCTIONS

1. Column 2 should show 'diary number' or 'file number' according as the paper marked to a dealing hand is a 'receipt' or a come-back case.
2. Columns 3 and 4 need be filled only in respect of diary numbers.
3. Column 3 need show only catchwords sufficient to enable the dealing hand to recall the case.
4. The date on which receipts/files are received by the dealing hand should be entered in red link across the page above the entries to be made for the day.

APPENDIX – 9
Specimen forms of communications
(Vide para 11.1)

(1) Letter (with endorsement)

No. _____

GOVERNMENT OF PUDUCHERRY

Department of _____
Pondicherry

To

Subject:

Sir,

*With reference to your letter No. _____ dated _____

I am directed to say that _____

Yours faithfully
@Sd/-
(A.B.C.)
Under Secretary to Govt.
Tele No. _____

(Endorsement)

No. _____

Copy forwarded for information/necessary action to:

(1)

(2)

(A.B.C.)
Under Secretary to Govt.
Tele No. _____

* Other alternative form of the introductory phrases commonly used are :

(i) In continuation of my/this Department's letter No. _____

(ii) With reference to the correspondence resting/ending, with your/this Department's letter No. _____ dated _____

@ To be typed on copies intended for (1) and (2) referred to in the endorsement.

APPENDIX – 9 – *contd.*

(2) Demi-Official letter

XYZ,

D.O. No. _____

Deputy Secretary

Government of Pondicherry

Tele No. _____

Department of _____

My dear / Dear Shri. _____

We propose to draw up a model scheme for _____

A copy of the outline prepared in this connection is enclosed.

I should be grateful if you would let me have your comments as soon as possible. I may add that we intend circulating the draft scheme formally to all departments in due course for their comments.

With regards,

Yours sincerely,
(X. Y. Z.)

A. B. C.,
Deputy Secretary to Government

Department of _____
Pondicherry.

Office Memorandum

No. _____

Government of Puducherry

Department of _____

Pondicherry, the _____

OFFICE MEMORANDUM

Subject:

The undersigned is directed to refer to this department's / the Department of _____ O. M. No. _____ dated _____ and to say that _____

(A.B.C.)

Under Secretary to Govt.

Tele No. _____

To

The Department of _____ Govt. of Puducherry.

Puducherry

Specimen – II

No. _____

Government of Puducherry

Department of _____

Pondicherry, the _____

OFFICE MEMORANDUM

Subject:

Reference this Department O.M. No. _____

dated _____

2. Doubts have been expressed whether the provisions of _____ also apply to _____ it is hereby clarified that _____

(A.B.C.)

Under Secretary to Govt.

Tele No. _____

To

The Department of _____

APPENDIX – 9 – *contd.*

(4) Inter-departmental note

GOVERNMENT OF PUDUCHERRY

Department of _____

Subject:

The present rules regulating the issue of identity cards provide *inter alia* that _____

2. A question has now arisen whether _____

3.

4.

5. This department will be grateful for the advice of the Law Department on the issue raised in para 4 above.

(X. Y. Z.)

Deputy Secretary

Tele No. _____

Law Department

APPENDIX 9 – *contd.*

(5) En Clair Telegram

TELEGRAM
HOME
NEW DELHI

STATE

*EXPRESS

No _____ @ _____ REOLET / RYLET JULY TENTH STOP
EXPEDITE APPROVED OUTLAYS FOR REVISED ESTIMATE AND BUDGET
ESTIMATES STOP FINANCE PRESSING HARD.

+Chief SEC.

NOT TO BE TELEGRAPHED

(A.B.C.)
Under Secretary to Govt.
Department of _____

No. _____

Copy by post in confirmation.

(X. Y. Z.)
for Under Secretary to Govt.

To

* Where necessary.

+ Telegraphic address of addressee / sender.

@ Stands for 'Reference our letter / Reference you letter'.

APPENDIX 9 – *contd.*

(6) Express Letter

No. _____

GOVERNMENT OF PUDUCHERRY
DEPARTMENT OF _____

Pondicherry, the

To

SUBJECT:

REFERENCE THIS DEPARTMENT NUMBER _____
DATED _____ AS MATTER HAS TO BE REFERRED TO UPSC FOR
CONCURRENCE BEFORE THE END OF CURRENT MONTH. PLEASE EXPEDITE
REPLY.

(A.B.C.)
Under Secretary to Govt.

Note: The forms of telex message and savingram will be similar to those of telegram and express letter, respectively.

APPENDIX 9 – *contd.*

(7) Office Order

Specimen – I

No. _____

GOVERNMENT OF PUDUCHERRY

Department of _____

OFFICE ORDER

Shri. X. Y. Z., a permanent lower division clerk in this department, is granted earned leave for _____ days from _____ to _____ with permission to prefix _____ a public holiday, to the leave.

2. It is certified that Shri. X. Y. Z. is likely, on the expiry of this leave, to return to duty at the station from which he proceeded on leave.

(A.B.C.)

Under Secretary to Govt.

Copy to:

1. Officer order file
2. Cashier
3. Section concerned
4. Shri. X.Y.Z.

Specimen – II

No. _____

GOVERNMENT OF PUDUCHERRY

Department of _____

OFFICE ORDER

It has been decided to transfer the work relating to _____ from _____ section to _____ section.

(A.B.C.)

Under Secretary to Govt.

APPENDIX 9 – *contd.*

(8) Order

Specimen – I

No. _____

GOVERNMENT OF PUDUCHERRY

Department of _____

ORDER

Sanction of the Lt. Governor is accorded to the write off of irrecoverable loss of Rs.200-00 (Rupees two hundred only) being the value of the following articles belonging to this department.

(1)

(2)

(A.B.C.)

Under Secretary to Govt.

Copy forwarded to:

Specimen – II

No. _____

GOVERNMENT OF PUDUCHERRY

Department of _____

ORDER

Shri. _____, a lower division clerk in the Department of _____, is hereby informed that it is proposed to take action against him under rule _____ of _____.

2. Shri. _____, is hereby given an opportunity to make such representations as he may wish to make against the proposal.

3.

4.

(D.E.F.)

Under Secretary to Govt.

To

Shri. _____

APPENDIX 9 – *contd.*

(9) Notification

[To be published in the Gazette of Puducherry]

GOVERNMENT OF PUDUCHERRY

Department of _____

Puducherry, the _____ 20

NOTIFICATION

No. _____ Shri. X.Y.Z., Under Secretary in the Department of _____ is appointed to officiate as Deputy Secretary in that Department vice Shri _____ transferred to the Department of _____.

(A.B.C.)

Under Secretary to Govt.

The Director,
Directorate of Stationery and Printing,
Puducherry.

No. _____ Puducherry, the _____ 20

* Copy forwarded for information to :

(1)

(2)

(3)

(D.E.F.)

Under Secretary to Govt.

APPENDIX 9 – *contd.*

(10) Press Communique/note

Not to be published or broadcast before _____ a.m./p.m. on _____ day, the _____ 20

PRESS COMMUNIQUE/NOTE

In response to public demand, the Government of Puducherry have appointed a commission to go into the problem of _____ and make suitable recommendations to the Government.

2. The Commission will consist of Shri. _____ as Chairman and the following as members:

- 1.
- 2.
- 3.

3. In making its recommendation, the Commission is expected to give consideration in the following matters:

- (a)
- (b)
- (c)

4. The Commission is expected to submit its report to the Government by _____

Department _____

Puduchery, the _____ 20

No. _____

Forwarded to the Director of Information and Publicity, Puducherry for issuing the communiqué and giving it wide publicity.

(A.B.C.)

Under Secretary to Govt.

Tele. No. _____

APPENDIX 9 – *contd.*

(11) Endorsement

No. _____

GOVERNMENT OF PUDUCHERRY

Department of _____

A copy each of the under mentioned papers is forwarded to _____ for information and necessary action.

(A.B.C.)

Under Secretary to Govt.

Tele. No. _____

List of papers forwarded

- (1)
- (2)
- (3)

Note: The above is a specimen of endorsement as an independent form of communication. There can, however, be endorsement below other forms of communications also, e.g., letter, notification, as shown in specimen forms (1) and (9).

APPENDIX – 10

Distribution Chart

[Vide para 13.8 (1)]

Date _____

Name of typist	Units (pages) of typing work allotted																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

INSTRUCTIONS

1. When a typist is initially assigned typing work, a red line of appropriate length (i.e. representing the units of typing work allotted) will be drawn against his name. When a further item of typing work is given to the same typist, the red line already drawn will be extended by an appropriate length.
2. Matter required to be typed should be measured in terms of pages according to the norms prescribed by the Staff Inspection Unit.

APPENDIX – 11

Typist's Diary

[Vide para 13.8(2)]

Date (1)	Issue Diary No. of draft (2)	Date on which typed (3)

INSTRUCTIONS

If the Section Officer reallocates the unfinished work to any other typist, he will score out the relevant entry and attest it with his dated initials.

APPENDIX – 12

Issue Diary

[Vide para 13.9(1)]

Sl. No. (1)	Draft No. (2)	Typist to whom marked (3)	Date on which returned to the section (4)

INSTRUCTIONS

1. Entries in this diary will be made in the order of the machine numbers stamped on the drafts so that Column 1 refers the machine numbers.
2. If a draft is accompanied by a file, letter (F) will be added to the entry in this column, as 2/3/82-O&M(F).

APPENDIX – 13

Despatch register for postal communications only

[Vide para 13 13A (2)]

Number _____

Date _____

Sl. No.	Number of the communication	Addressee	Value of stamps affixed
(1)	(2)	(3)	(4)

INSTRUCTIONS

1. Separate registers will be maintained for (a) foreign post (b) telegrams and (c) other inland post.
2. Entries in columns 4 will be totaled up at the end of the day and the total indicated in red link.

APPENDIX – 13A

Revised procedure for maintenance of service postage stamp account

[Vide para 13 13A (8)]

(1) All communications intended to be sent by post will be placed in addressed envelopes, after observing the provisions of para 13 (12) (16).

(2) After affixing postage stamps of the requisite value the envelopes would be sorted out into groups with the same value of stamps.

(3) The total number of envelopes in each group would be indicated in the 'Register of Daily Abstract of stamps used' which be maintained in the form as at Annexure to this Appendix. This register is in lieu of the dispatch register for postal communications at Appendix 13 as per para 13 13(A) (2). The total value of the stamps used during a day as added up in this abstract, will be entered under column 4 of the stamps account register prescribed in Appendix 14 as para 13 14C (1).

(4) The correctness of the entries of outgoing envelopes in the 'Register of Daily Abstract of stamps used' would be checked by the Superintendent of ESTT. Section or such official put in-charge at least once a week by actual count of the covers read for dispatch. The check should be a surprise one and a certificate of the check made and its results should be recorded in the register. The branch officer in-charge would also make a monthly check of this register.

(5) It is to be noted that the dispatch register for foreign dak for which ordinary postage stamps are used will continue to be maintained in the form at Appendix 13, as this procedure will not apply to such dak.

ANNEXURE TO APPENDIX – 13 A

Model Form

Register of Daily Abstract of Service Postage Stamps Used

Sl. No.	Value of stamps on each cover	No. of covers	Total value of stamps (Rs.)	Initials of the Supdt.
(1)	(2)	(3)	(4)	(5)
Dated the 14 th February, 1982.				
1	0.15	40	6.00	
2	0.25	10	2.50	
3	0.35	4	1.40	
4	“Registered letters			
5	* Insured letters			
6	* Telegram			

Note: *In case of registered and insured articles as well as telegrams, the total number of such items dispatched will be shown in Column 3 and the total value of stamps used during the day on the basis of postal receipts will be indicated in Column 4.

APPENDIX – 14

Stamps Account Register

[*Vide* para 13.14 C(1)]

Date	Value of stamps			Balance at close of the day (cols. 2+3-4)	Signature of	
	In hand	Received during the day	Used during the day		Despatcher	Section Officer
(1)	(2)	(3)	(4)	(5)	(6)	(7)

INSTRUCTIONS

1. Separate registers should be maintained for (a) ordinary postage stamps and (b) service postage stamps.
2. Column 2 will repeat the figure in Column 5 of the previous day.
3. In the case of ordinary postage stamps, Column 4 should reproduce the daily total struck in dispatch register for foreign dak. In the case of service potages stamps this column should reproduce the sum of the daily totals struck in:
 - a) Dispatch register for telegrams,
 - b) Dispatch register for inland post, and
 - c) Postal registration books [*Vide* para 13-13 (A) (4)]

APPENDIX – 15

Essentials of a functional file index and an identifying file numbering system

[Vide para 14.3 (3)]

1. *Basic heads* – Identify and list basic functions of the department; these may be called ‘basic (or group) heads’, e.g. ‘labour relations’, ‘foreigners’, ‘fertilizers’.
2. *Primary heads* – List under each function (i.e. basic/group heads) its main activities identifying them by appropriate subject heads called ‘primary heads’.
3. *Secondary heads* – Divide each primary head into sub-subjects or aspects called ‘secondary heads’.
4. *Tertiary heads* – Where necessary break down each secondary head into its various known factors called ‘tertiary heads’.
5. *Further sub-divisions* – In this way the process of breaking down the function could be extended to several descending, consecutive echelons according to needs.
6. *Examples* – Examples of basic, primary, secondary and tertiary heads are given in the annexure.
7. *Rational sequence* – In drawing up lists of basic, primary, secondary and tertiary heads and their further sub-divisions, where necessary, some rational sequence in arranging the heads in the same list may be followed. Such an arrangement may reflect organic or procedural relationship among the different heads or adopt any of the following orders or a combination thereof as convenient.
 - ✓ A step-wise process
 - ✓ An alphabetical order (particularly when representing regions produces, commodities, clients, organizations or institutions)
 - ✓ Descending levels of importance of heads
 - ✓ Diminishing frequency of occurrence of different events identified by suitable heads

The first two places in the list of secondary heads under each subject may be uniformly reserved for ‘general’ and ‘policy’ matters.

Entries in each list of standardized heads (viz. under basic heads, primary heads, secondary heads, tertiary heads and so on) may be arranged in alphabetical order, if any other type of sequence has not been followed.

8. *Identification of basic heads* – If the number of basic heads be large, each may be identified by a group of 2 to 3 letters phonetically selected. If it be small not exceeding 10, they may be identified by assigning consecutive Roman numerals to them.

For example in the field of agriculture, the basic heads ‘fertilizers’, ‘seeds’, ‘plant protection’, etc. could be symbolized by ‘Frt’, ‘Sd’, ‘Ppn’, etc., respectively.

9. *Identification of primary heads* – Next, the primary heads will each be identified by a group of 2 digit Arabic numerals beginning with 11 and continuing in consecutive order upto 99.

10. *Identification of secondary and tertiary divisions* – Similarly, each secondary head, as also tertiary head, will be identified by a group of 2 digit Arabic numerals beginning with 11 and going upto 99.

11. *Deviations* – If the subjects be simple relating to a fresh or recent activity, they may well be covered by on list of primary heads alone or by a two level list of primary heads and secondary heads. Each primary head or secondary head could then be identified a in 8 and 9 above.

Progressive increase in levels develops as the number of functions increases so also when the number of activities under each function and the number of operations under each activity increase.

12. *Exception* – If a paper requiring filing is such as apparently does not relate to any of the approved lists, the following questions may be relevant:

- (i) whether it can come under any factor heading i.e. a tertiary heading as related to a secondary heading;
- (ii) whether it seems allied to a secondary heading as related to a primary heading; and if not,
- (iii) whether it could be brought under an additional heading placed at appropriate point in the list of primary headings.

APPENDIX 15 – *contd.*

If nothing suggests, it may be temporarily placed in the list of primary headings as the last item.

13. *File code* – The file may then be assigned an alphanumeric codal symbol composed in the following sequence:

- (i) a single letter or a group of 2-3 letters, or a Roman numerica representing the basic head followed by a hyphen as the separator; for the present, the alphabetical codal symbol letter A, B, C, D, etc., may be assigned as the code.
- (ii) a 2 digit group of Arabic numerals representing primary head followed by zero as the separator;
- (iii) a 2 digit group of Arabic numerals identifying the secondary head, followed by a slant stroke as the separator;
- (iv) serial number of the file opened during the year under the secondary head, followed by a slant stroke as the separator;
- (v) a 2 digit number representing the year followed by a hyphen as the separator;
- (vi) a group of abbreviating letters representing the section.

If the file opened relates to a standardized tertiary head, a 2 digit Arabic numeral identifying it enclosed in brackets, may be inserted before the serial number mentioned in (iv) above and the slant stroke preceding it.

14. *Examples* – A file opened by Labour Relations I section during 1982 relating to a strike in colliery 'X' may have IV 13024/5/82 LRI as the file code where 'IV' represents the functional group 'labour relations', 13th primary head 'strikes', '0' the separator, '24' the secondary head 'coal mines', '5' the serial number of the file opened during the year under the secondary head 'coal mines' to describe the colliery involved, '82' the year of opening the file and 'LRI' the section concerned.

To cite another example, a file opened by Foreigners II section to examine an application of Mr. Ferrari, a French National, to visit India may bear the coded number F 17012/2/82-FII where 'F' represents the group head 'Foreigners', '17' the primary head 'visa/endorsement', '0' the separator, '12' the secondary head 'French' '2' the serial number of the file opened during the year under that secondary head, '82' the year of opening the file, and 'FII' the concerned section.

Similarly, in Fertilizer IV section, file relating to fertilizer imports could carry the code Frt-19012/3/82-FIV where 'Frt' would denote the basic head 'fertilizers and the other symbols would be as explained in the above two examples.

15. *File title* – A complete title of the file will normally consist of the appropriate standardized heads (from the ‘basic’ head downwards each separated by a hyphen) followed by a very brief content to describe the particular question, issue, event, person, thing, place etc. involved. The basic head, however, need not form part of the title, when-

- (a) the total number of such heads is small and, from their identifying Roman numerals, they can easily be known; or
- (b) the basic head is identified by a letter or a group of letters phonetically selected.

16. *Indexing* – In indexing files opened under the functional filing system index slips need not be prepared in respect of the standardized (i.e. basic primary, secondary, tertiary, etc.) heads as the identification codes assigned to them can easily be ascertained by reference to the standardized index as developed. However, the ‘content’ of the file title (i.e. outside the standardized headings) may be indexed if it contains a catchword which is likely to help in recalling the case.

For instance, a file with the title “Labour relations – strikes – Coal mines – Singhbhum Colliery Dhanbad – report regarding –” need not be indexed under, labour relations ‘strikes’, and ‘coal mines’ which are standardized basic, primary and secondary heads respectively. However, it may be indexed under ‘Singhbhum’ and ‘Dhanbad’, the names of the particular colliery and place involved in the strike. The index slip relating to files opened under the same secondary, tertiary or the lowest standardized division will be maintained in a single series in the alphabetical order of the catchwords used in the titles.

In the departmental index, these index slips could be very easily and briefly consolidated as follows by indicating only their sub-number and not the full file number.

LABOUR RELATIONS – STRIKES – Coalmines	(IV-13024)
<i>Arora Collieries</i>	(7)
<i>Banning of – Procedure</i>	(3)
<i>Duggal Collieries</i>	(9)
<i>Notice – Minimum period</i>	(2)
<i>Singhbhum Collieries, Dhanbad</i>	(1)

ANNEXURE TO APPENDIX – 15

Examples of Basic, Primary, Secondary and Tertiary Heads

Basic head	Primary head	Secondary head	Tertiary head
Labour Relations	Strikes	-- Coal mines -- Oil fields -- Banking	
	Lockouts Adjudication of disputes		
Foreigners	Acts and Statutory rules	-- Passport (entry into India) Acts/Rules -- Registration of Foreigners Acts/Rules -- Foreigners Acts/Rules -- Citizenship Acts/Rules	
	Visa/endorsement Special permits Extension of stay		
Fertilizers	Imports	-- Shipment	-- Policy -- UK credit -- Barter/link deal -- Charter
	Planning Statistics Control Promotion	-- Foreign exchange	

APPENDIX – 16

File Register

(Vide para 14.5)

STANDARD HEAD NO. _____

STANDARD HEADING _____

File No.	Subject	Date of		Classification (and year of review)	Remarks
		Opening	Closing		
(1)	(2)	(3)	(4)	(5)	(6)

INSTRUCTIONS

1. Entries in columns 1-3 will be made at the time of opening files and those in columns 4 and 5 at the time of recording and reviewing them.
2. Year of review in Column 5 is required to be indicated only on the case of clause 'C' files.
3. If as a result of the review, a file is marked for further retention, the year of the next review will be worked out and indicated in Column 5.
4. When a file is transferred to the departmental record room or to another section/department, the fact of such transfer and the relevant date will be

D.R.R. M.H.A

indicated in Column 6 – e.g. ----- -----

6-1-82 7-2-82

Similarly, when the file is marked for destruction, an entry regarding the fact and the year of destruction will be made in this column.

APPENDIX – 17

File Movement Register

[Vide para 14.8 (1)]

File No.	File No.
File No.	File No.

Notes: (1) Movement will be marked by indicating the officer, section or department to which the file has been sent with date of sending below it,

e.g.	DS(N)	MHA
	-----	-----
	6-7-82	1-10-82

(2) Movement of the linked files will be marked in the space allotted in file movement register for the file with which these are linked as illustrated below:

File No. _____	
	Linked files:
DS(N)	1. F. No. _____

8-7-82	2. F. No. _____

(3) In the space allotted for each of linked files in the file movement register the movement will be marked as illustrated below:

File No. _____	
DS(N)	Linked with F. No. _____

8-7-82	

(4) In the space allotted in the file movement register for the file with which recorded files have been put up, the movement will be marked as illustrated below:

File No. _____	
	With recorded files:
DS(N)	1. F. No. _____

8-7-82	2. F. No. _____

APPENDIX – 18

Examples of titles of files and index slips

[Vide paras 15.2 (3) (c) (d) and 15.4 (2) (a) (ii)]

A – Titles with index heads and sub-heads distinguished

Sl. No.	Title of file	Typed index slips
1.	STRIKES – Coalmines – Singhbhum collieries, Dhanbad – Report regarding	STRIKES Coalmines Singhbhum collieries Dhanbad Strikes – coalmines – Singhbhum Collieries, Dhanbad – Report F.3/2/71-LRI
2.	IMPORT LICENSING – Capital goods – Public Sector Undertakings – Application from Heavy Electricals, Bhopal	IMPORT LICENSING Capital goods Public Sector Undertakings Heavy Electricals Import licensing – Capital goods – Public Sector Undertakings – Application from Heavy Electricals, Bhopal F.4/17/71-Imp.
3.	FAMILY PLANNING Vasectomy operations – Financial and other incentives for popularizing	FAMILY PLANNING Vasectomy Incentives Family planning – Vasectomy operations – Financial and other incentives for popularizing F.7/3/71-FPI

APPENDIX 18 – *contd.*

B – Index Slips as they will appear before they are included in folders

Example – I

First slip

STRIKES

*Coalmines

*Singhbhum

*Dhanbad

Strikes – Coalmines – Singhbhum collieries,

Dhanbad – Report – regarding
F.3/2/71-LRI

Second slip

*STRIKES

Coalmines

*Singhbhum

*Dhanbad

Strikes – Coalmines – Singhbhum collieries,

Dhanbad – Report – regarding
F.3/2/71-LRI

Third slip

*STRIKES

*Coalmines

Singhbhum

*Dhanbad

Strikes – Coalmines – Singhbhum collieries,

Dhanbad – Report – regarding
F.3/2/71-LRI

Fourth slip

*STRIKES

*Coalmines

*Singhbhum

Dhanbad

Strikes – Coalmines – Singhbhum collieries,

Dhanbad – Report – regarding
F.3/2/71-LRI

* To be struck out.

APPENDIX 18 – *contd.*

Example – II

First slip

FAMILY WELFARE

*Vasectomy

*Incentives

Family Welfare – Vasectomy operations – Financial and other incentives
for popularizing

F.7/3/71-FW

Second slip

*FAMILY WELFARE

Vasectomy

*Incentives

Family Welfare – Vasectomy operations – Financial and other incentives
for popularizing

F.7/3/71-FWI

Third slip

*FAMILY WELFARE

*Vasectomy

Incentives

Family Welfare – Vasectomy operations – Financial and other incentives
for popularizing

F.7/3/71-FWI

* To be struck out.

APPENDIX 18 – *contd.*

C – Index slips as they will appear in the departmental index

Main Index Slip	Subsidiary Index
STRIKES –	1. Coalmines
Coalmines – Singhbhum collieries	See ‘STRIKES’
Dhanbad – Report regarding	F.3/2/71-LRI
F.3/2/71-LRI	
	2. Singhbhum collieries
	See ‘STRIKES’
	F.3/2/71-LRI
	3. Dhanbad
	See ‘STRIKES’
	F.3/2/71-LRI
FAMILY WELFARE	1. Vasectomy
Vasectomy operations –	See ‘FAMILY WELFARE’
Financial and other incentives	F.7/3/71-FWI
for popularizing	
F.3/7/71-FWI	2. Incentives
	See ‘FAMILY WELFARE’
	F.7/3/71-FWI

APPENDIX – 19

Precedent Book

[*Vide* para 15.5]

Heading _____

Decision or ruling in brief	File No.

INSTRUCTIONS

1. Entries in this book will be made under the appropriate standard heads and sub-heads arranged in an alphabetical order. Where functional filing system is followed, entries will be made under the appropriate basic, primary, secondary and tertiary heads.
2. The pages of the book will be numbered serially and a few pages allotted to each standardized heading under which entries are to be made *vide* 1 above. At the beginning of the book will be pasted or written a list of such headings and pages allotted to each.

APPENDIX – 20

Retention schedule for records prescribed in the Manual of Office Procedure

[Vide para 15.6(1) (c)]

Sl. No. (1)	Description of record (2)	Reference to relevant para of the manual (3)	Retention period (years) (4)
1.	Dak register	8.3 (6)	1
2.	Invoice	8.4 (1)	1
3.	Section diary	9.2 (1)	3
4.	Movement slip of receipts	9.4 (3)	To be destroyed after the relevant receipts have been received in the section concerned
5.	Assistant's diary	10.1 (2)	1
6.	Standing guard files	10.10 (1)	Permanent. The earlier version of these records will normally be weeded out as soon as the revised version becomes available
7.	Standing note	10.10 (2)	1
8.	Distribution chart	13.8 (1)	1
9.	Typist's diary	13.8 (2)	1
10.	Issue diary	13.9 (1)	1
11.	Dispatch register	13.13 A(2)	5
12.	Postal registration books	13.13 A (4)	5
13.	Receipts of telegrams	13.13 A (7)	1
13.A	A register of daily abstract of stamp used	13.13 A (8)	5
14.	Messenger book	13.13 B (1)	1
15.	Stamps account register	13.14 C (1)	5
16.	Weekly statement of important cases	13.15 (2) (b) (c)	1
17.	File register	14.5	15

APPENDIX 20 – *contd.*

(1)	(2)	(3)	(4)
18.	File movement register	14.8 (1)	1
19.	Index slips	15.2	5 years or till printed departmental index becomes available, whichever is later
20.	Consolidated departmental index	15.2	Permanent
21.	Precedent book	15.5	Permanent
22.	Register for watching the progress of recording	15.9 (3) (b)	3
23.	List of files transferred to:		
	(a) departmental record room	15.10 (3)	25
	(b) Puducherry Archives	15.10 (5)	Permanent
24.	Record review register	15.10 (4)	1
25.	List of files received for review	15.11 (5)	1
26.	Register of spare copies of publications, circulars, orders etc.	15.11 (9)	1
27.	Record requisition slip	15.13	To be destroyed after the requisitioned file has been returned to the National Archives
28.	Record requisition card	15.13	To be destroyed after all the space for entries has been used and the last file requisitioned has been returned to the sectional departmental records

APPENDIX 20 – *contd.*

(1)	(2)	(3)	(4)
29.	Weekly arrear statement	17.1	1
30.	Case sheets of cases pending disposal over a month	17.2 (1)	1
31.	Numerical abstract of cases pending disposal for over a month	17.2 (5) (c)	1
32.	Call book	17.3	1
33.	Monthly progress report on recording of files	17.4	1
34.	Reminder diary	17.5	1
35.	Check lists for periodical reports	17.6	1
36.	Inspections reports	18.5	1 year after the date of next inspection

Note: The retention period will be reckoned with reference to the date from which the record ceases to be current/active. Where however, it is proposed to weed out a register wherein certain entries are still current, e.g. file movement register where certain files entered therein have not been recorded or the register of assurances, where certain assurances have not been implemented, the current entries will first be transferred to the new register and the old register weeded out thereafter.

APPENDIX – 21

Illustrative list of records fit for permanent preservation because of (A) their value for administrative purposes and (B) their historical importance.
[Vide paras 15.8 (1) and (2)]

A—Records of value for administrative purposes

Papers of the following categories will normally be among those required to be kept indefinitely for administration's use:

- (1) Papers containing evidence of rights or obligations of or against the government, e.g., title to property, claims for compensation not subject to a time limit, formal instruments such as awards, schemes, orders, sanction's etc.
- (2) Papers relating to major policy decisions, including those relating to the preparation of legislation.
- (3) Papers. regarding constitution, functions and working of important committees, working groups etc.
- (4) Papers providing lasting precedents for important procedures, e.g., administrative memoranda, historical reports and summaries, legal opinions on important matters.
- (5) Papers concerning rules, regulations, departmental guides or instructions of general application.
- (6) Papers relating to salient features of organisation and staffing of government departments and offices.
- (7) Papers relating to important litigation or 'causes celebres' in which the administration was involved.

B—Records of Historical importance

Much of the material likely to be preserved for administrative purposes will be of interest for research purposes as well; but papers of the following categories should be specially considered as of value to historians:

- (1) Papers relating to the origin of a department or agency of government: how it was organised how it functioned; and (if defunct) how and why it was dissolved.
- (2) Data about what the department/agency accomplished. (Samples by way of illustration may be enough; but the need for such samples may be dispensed with where published annual reports are available).
- (3) Papers relating to a change of policy. This is not always easy to recognise, but watch should be kept for (a) summary for a Minister, (b) the. appointment of a departmental or inter-departmental committee or working group, and (c) note for the Cabinet or a Cabinet Committee. Generally there should be a conscious effort to preserve all such papers, including those reflecting conflicting points of view. In the case of inter-departmental committees, however, it is important that a complete set of papers be kept only by the departments mainly concerned—usually the one providing secretariat.

APPENDIX 21 – *contd.*

- (4) Papers relating to the implementation of a change of policy, including a complete set of instructions to executive agencies etc., and relevant forms.
- (5) Papers relating to a well-known public or international event or *cause celebre*, or to other events which gave rise to interest or controversy on the national plane.
- (6) Papers containing direct reference to trends or developments in political, social, economic or other fields, particularly if they contain unpublished statistical or financial data covering a long period or a wide area.
- (7) Papers cited in or noted as consulted in connection with official publications.
- (8) Papers relating to the more important aspects of scientific or technical research and development.
- (9) Papers containing matters of local interest of which it is unreasonable to expect that evidence will be available locally or comprising synopsis of such information covering the whole country or a wide area.
- (10) Papers relating to obsolete activities or investigations, or to, abortive schemes in important fields.
- (11) Any other specific categories of records which, according to the departmental instructions issued in consultation with the National Archives, have to be treated as genuine source of information or any aspect of history—political, social, economic, etc., or are considered to be of biographical or antiquarian interest.

APPENDIX – 22

Register for watching the progress of recording

[Vide para 15.9(3) (b)]

Section _____

Month and Year _____

Files marked for record during the month		Files recorded during the month	
Sl. No.	File No.	Sl. No.	File No.
(1)	(2)	(3)	(4)
1		1	
2		2	
3		3	
4		4	
5		5	
6		6	
7		7	
8		8	
9		9	
10		10	
11		11	
12		12	
13		13	
14		14	
15		15	
16		16	
17		17	
18		18	
19		19	
20		20	

APPENDIX – 23

Record Review Register

[Vide para 15.9(3) (c) and 15.10(4)]

Department _____

Year of review _____

File No.	File No.	File No.	File No.

Note : This register will be maintained for Class ‘C’ files only.

APPENDIX – 24

*List of files transferred to Puducherry Archives, Central record room /
departmental record room*

[Vide para 15.10(2)]

Department _____

Section _____

Sl. No. (1)	File No. (2)	Classification and year of review (3)	Date of actual destruction (4)

APPENDIX – 25

List of files due for review

[Vide para 15.11(5)]

Sl. No. (1)	File No. (2)	Instructions of reviewing authority (3)

INSTRUCTIONS

1. The departmental record room will prepare this list in triplicate by completing columns 1 and 2 only.
2. The section responsible for review will sign one copy of the list and return it to the departmental record room by way of acknowledgement retaining the other two copies.
3. After review, the section concerned will complete column 3 of the list in both the copies by indicating.
 - (a) the word 'keep' in the case of the files proposed to be retained indefinitely;
 - (b) the letter 'W' in the case of files desired to be weeded out; and
 - (c) the precise year of weeding, in the case of class 'C' files proposed to be retained for a further period not exceeding 10 years from the date of their closing.
4. Both the copies of the list should accompany the files returned to the departmental record room which will sign one copy and return it to, the section concerned by way of acknowledgement.

APPENDIX – 26

Register of spare copies of publications, circulars, orders, etc.

[Vide para 15.11(9)]

Sl. No. (1)	Particulars of document (2)	No. of spare copies available (3)	Remarks (4)

INSTRUCTIONS

1. The register will be essentially in the form of a list of documents i.e. publications, circulars, orders, etc. If the number of publications involved is large, the register may be maintained in two parts – one for publications and the other for circulars, orders, etc.
2. In Column 2 will be indicated the title of the publication or number and date of circulars, etc.
3. As far as possible, circulars, orders, etc. will be entered in chronological order.
4. The number of spare copies of documents available may be ascertained at a convenient interval, say once a year, for being indicated in Column 3. If spare copies of a document are found to have been exhausted or are weeded out, the relevant entry may be scored out in red ink or chalk. The register need not be re-written except when absolutely necessary.

APPENDIX – 27

Record Requisition Card

[Vide para 15.13(1)]

Date	File No. requisitioned	File No. or diary No. with which to be put up	Requisitioning official/section	Signature of requisitioning official	Date of return	Initials of record custodian
(1)	(2)	(3)	(4)	(5)	(6)	(7)

INSTRUCTIONS

1. The Form will be printed on stiff paper of the thickness roughly of the file cover but of a colour distinct from that normally used for file covers.
2. Where it is not possible to indicate the file or diary No. of the paper with which the requisitioned file is to be put up column 3 should indicate briefly the purpose for which and/or officer for whom the requisitioned file is required.

APPENDIX – 28

Weekly Arrear Statement (for individual dealing hands)

[Vide para 17.1 (1) (a)]

Section _____ Name of dealing hand _____

Week ending	Number of receipts / cases						Initials of dealing hand
	B.F. form previous week	Received during the week	Total of cols. 2 and 3	Dealt with during the week	In hand		
					Total	Over 7 days	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

INSTRUCTIONS

- Column 2 will repeat the figure shown in column 6 in respect of the preceding week.
- Column 3 of the statement will also include 'come-back' cases and will represent the total number of receipts and cases as entered in the assistant's diary for the, week under report.
- The figure in column 5 can be ascertained by scanning through entries in column 4 of the assistant's diary in respect of receipts and cases;
 - received during the week under report and the preceding week; and
 - Included in the statement of more-than-one-week-old receipts/cases submitted with the arrears statement for the preceding week.
- Column 6 will represent the difference between columns 4 and 5.
- The same form will be used to give a running account of the state of work, week by week, for the whole year.

APPENDIX – 29

Statement showing particulars of receipts / cases in hand more than 7 days

[Vide para 17.1 (I) (b)]

Name of dealing hand _____ Week ending _____

Diary No.	Date from which pending	Brief subject	Reasons for delay	Remarks of Supdt. / Higher Officer	Action taken on remarks in Col. 5
(1)	(2)	(3)	(4)	(5)	(6)

APPENDIX – 30

Weekly Arrear Statement

Consolidated form for the section as a whole

[Vide para 17.1 (3)]

Name of Section _____

Week ending	Number of receipts / cases						Initials of Supdt.
	B.F. form previous week	Received during the week	Total of cols. 2 and 3	Dealt with during the week	In hand		
					Total	Over 7 days	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

APPENDIX – 31

Cash Sheet

[Vide para 17.2 (2) (a)]

File / Diary No. _____

Subject _____

Date of Commencement _____

Month ending	With whom pending and since when	Reasons for delay	Remarks of U.S. and higher officers
(1)	(2)	(3)	(4)

INSTRUCTIONS

1. A separate sheet will be maintained for each case.
2. The statement will cover not only originating section's own files" but also files received by it from other sections/departments and other P.U.Cs. for which no file has been opened. The last two categories of cases will be identified by their diary numbers.
3. The date of commencement of a case will normally be the date of receipt of the PUC and can be ascertained from the file register in the case of originating section's own files and from the section diary or assistant's diary, in other cases.
4. Entries in column 2 will be made on the basis of entries in the file movement register/section diary.

APPENDIX – 32

Numerical abstract of cases pending disposal for over a month

[Vide para 17.2 (4) (d)]

Section _____

Year _____

As on the last day of	Number of cases (other than those transferred to call book) pending disposal						Number of cases transferred to call book	Initials of Supdt.
	Between 1 & 3 months	Between 3 & 6 months	Between 6 & one year	Between 1 & 2 years	Over 2 years	Total of cols. 2-6		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
January								
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								

APPENDIX – 33

Call Book

[*Vide* para 17.3 (1)]

Sl. No.	File number	Date of Commencement of file	Subject	Reason why no further action can be taken for over six months	Date on which action is to be restarted	Remarks of officer at the time of review	Date of restarting
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

APPENDIX – 34

Monthly progress report on recording of files

[Vide para 17.4 (1)]

Section _____

Month ending	Number of files				Initials	
	B. F. from previous month	Marked for record during the month	Recorded during the month	Remaining to be recorded at the end of the month (col.2+3-4)	Recorded clerk	Supdt.
(1)	(2)	(3)	(4)	(5)	(6)	(7)

INSTRUCTIONS

1. Column 2 will repeat the figure in Column 5 for the preceding month.
2. Columns 3 and 4 will be filled on the basis of the register for watching the progress of recording (Appendix – 24)

APPENDIX – 35

Monthly progress report on recording of files

[Vide para 17.4 (1)]

Section _____

Month ending	Number of files						Initials	
	B. F. from previous month	Received for review during the month	Reviewed during the month			Remaining to be reviewed at the end of the month (col. 2+3-6)	Recorded clerk	Supdt.
			Marked for further retention	Marked for destruction	Total			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

INSTRUCTIONS

1. Column 2 will repeat the figure in Column 5 for the preceding month.
2. Columns 3 and 4 will be filled on the basis record review register lists of files received for review.

APPENDIX – 36

Check list for watching receipt of incoming periodical reports for the year _____

[Vide para 17.6 (1)]

Department _____

Section _____

Sl. No.	Title of the report and file No.	Periodicity	Due date of receipt											
			Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)

INSTRUCTIONS

1. If the periodicity of a report is more than a month, the prescribed date(s) will be shown under the appropriate months only. For example, if a quarterly report is due on 15th of January, April, July and October, only cols. 4, 7, 10 and 13 will be filled by indicating the figure 15 under each.
2. If a report is to be received oftener than once a month, two or more entries depending on the frequency of the report will be made in columns 4 to 15; Thus, for instance, fortnightly report will require two entries to be made under each month.

APPENDIX – 37

Check list for watching dispatch of outgoing periodical reports for the year _____

[Vide para 17.6 (1)]

Department _____

Section _____

Sl. No.	Title of the report and file No.	Periodicity	Due date of receipt											
			Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)

INSTRUCTIONS

1. If the periodicity of a report is more than a month, the prescribed date(s) will be shown under the appropriate months only. For example, if a quarterly report is due on 15th of January, April, July and October, only cols. 4, 7, 10 and 13 will be filled by indicating the figure 15 under each.
2. If a report is to be dispatched oftener than once a month, two or more entries depending on the frequency of the report will be made in columns 4 to 15. Thus, for instance, a fortnightly report will require two entries to be made under each month.

APPENDIX – 38

[Vide para (18-3)]

I. Questionnaire for External / Internal annual administrative inspection

Department of _____

Date of present inspection _____

Date of last inspection _____

PART 1—FACTUAL DATA TO BE FURNISHED BY HEAD OF OFFICE

A—Staff position

	Supdt.	Asst.	UDC	LDC	Others to be specified
--	--------	-------	-----	-----	------------------------

- (a) *Please furnish a chart showing the 165rganizational set-up of the Department.

1. **Staff strength :**

- (i) Present—
 (a) Sanctioned
 (b) Actual
- (ii) At the time of the last inspection—
 (a) Sanctioned
 (b) Actual
- (b) *Is there an office order showing the distribution of subject among the officers and sections and whether it is maintained up-to-date ?

2. **Deployment of the staff on :**

- (a) receipt of dak
(b) opening and stamping of dak
(c) marking of dak
(d) sorting of dak
(e) registration of dak
(f) distribution of dak and preparation of invoices

- (g) stamping of drafts
- (h) marking of drafts and maintenance of distribution chart
- (i) maintenance of issue diary
- (i) typing
- (k) comparing
- (l) despatch

B—State of work

3. (i) Total number of sections in the department.
- (ii) Number of sections catered to for centralised :
 - (a) receipt of dak
 - (b) typing and comparing
 - (c) despatch
4. **Average daily volume of dak :**
 - (a) received
 - (b) registered
5. **Average daily number of :**
 - (i) drafts/cases received for issue
 - (ii) pages typed
 - (iii) telegrams issued
 - (iv) other communication dispatched : —
 - (a) by registered/insured post
 - (b) by ordinary post
 - (c) otherwise, through messengers
6. Normal hours of distribution of ordinary dak among sections
7. **Office machines :**
 - (i) Number of typewriters—.
 - (a) English
 - (b) Tamil
 - (c) Other language, if any
 - (d) Is an adequate number of typewriters maintained in working conditions?

- (e) Are machine cards maintained for each typewriter?
- (f) Are the machines being serviced periodically?
- (g) Is a register of typewriter maintained up-to-date?
- (ii) Number of duplicating machines—
 - (a) Hand-worked
 - (b) Power driven
 - (c) Are machine cards maintained for each duplicator?
 - (d) Are the duplicators. Being serviced periodically?
 - (e) Is a register of duplicators maintained up-to-date?

During preceding
12 months

During 12 months
preceding last
inspection

- 8.** No. of receipts received
- 9.** No. of files opened
- 10.** (i) No. of files due for recording
 - (ii) No. of files recorded
 - (iii) No. of files pending for recording
- 11.** (i) No. of files due for review
 - (ii) No. of files reviewed
 - (iii) No. of files pending for review
 - (iv) No. of files marked for further retention after review and its percentage to above (ii)
- 12. Cases pending**
 - for more than 6 months
 - for more than one year

PART 2 – INSPECTING OFFICER’S REPORT

A. Detailed observations on compliance with procedural instructions

- 1. Are the following** (a) Maintained (b) up-to-date (c) handy
 - (a) List of subjects dealt with in each section of the department
 - (b) List of residential addresses and telephone numbers of officers and staff of the department
 - (c) Postal address of all offices under it (attached offices, subordinate offices, autonomous bodies etc.) which deal direct with the departments
 - (d) Official Directory
 - (e) Schedule of postal rates
- 2. Dak Registers:**
 - (a) Number maintained
 - (b) Basis of distribution?
 - (c) Basis rational? If not, improvement needed?
 - (d) Neat and tidy?
 - (e) Entries complete?
- 3. Invoices:**
 - (a) Signed by recipients?
 - (b) Filed properly?
- 4. Processing of dak:**

Examine a sample of 10 items of dak entered in invoices but awaiting distribution and indicate the number:

 - (a) not date-stamped
 - (b) not bearing identifying code of the dak register
 - (c) not marked correctly

- (d) received-
 - (i) on the previous working day
 - (ii) two working days earlier
 - (iii) three or more working days earlier
 - (iv) has the dak register been compared with the invoice by the Superintendent periodically and all the dak register accounted for in the invoice
 - (v) are there any bottle-necks entailing delay in distribution of dak and if so, what are your suggestions to eliminate them?

5. Distribution chart (for typing work):

- (a) Maintained?
- (b) Distribution fairly-even?
- (c) Daily average number of pages:
 - (i) allotted to a Typist
 - (ii) typed by a Typist

6. Issue diary:

- (a) Neat and tidy?
- (b) Scrutinized by Superintendent daily?
- (c) Examine a sample of 10 more than one month old entries and indicate the number (if any) of:
 - (i) incomplete entries
 - (ii) draft returned to sections after issue:
 - (a) Within 2 working days of their receipt
 - (b) Within 3 to 5 working days
 - (c) Over 5 days

7. Typing and comparison:

Examine a sample of 10 fair typed communications awaiting signature and indicate the number (if any):

- (i) not typed well
- (ii) not typed on paper of suitable size
- (iii) having enclosures but not indicating numbers of enclosures and oblique lines
- (iv) of drafts not bearing initials of typists and comparers

8. Despatch

- (a) Examine a sample of 10 communications ready for dispatch and indicate the number (if any) where:
 - (i) covers actually used
 - (ii) covers needlessly used
 - (iii) covers used were not of appropriate size
 - (iv) economy slips, although required, not used
 - (v) Address written:
 - (a) Not neat/clear
 - (b) Not complete
 - (vi) window envelopes used but addresses not visible through the window
 - (vii) an unduly large number of stamps of smaller denomination used
 - (viii) covers meant for dispatch under service postage stamps not franked with facsimile impression of the signature of the officer in-charge
 - (ix) covers marked for dispatch by registered A.D. with acknowledgement due cards not bearing reference No. of the communication
 - (x) The Reference No. of telegrams ready for dispatch not indicated in the receipts portions of the telegrams
- (b) Receipts for telegrams, registered and insured covers filed properly

9. Dispatch register / Register of daily abstract of stamps used:

- (a) Separate dispatch registers maintained for
 - (i) Telegrams?
 - (ii) Inland post?
 - (iii) Foreign post?
- (b) Neat and tidy?
- (c) Value of stamps totaled?
 - (i) Daily?
 - (ii) Correctly?
- (d) Postal registration books used for registered posts?
- (e) Have the Dispatch Register been checked by the Superintendent and Officer periodically?

10. Stamps account register:

- (a) Separate registers maintained:
 - (i) For ordinary postage stamps?
 - (ii) For service postage stamps?
- (b) Totals from the dispatch registers and postal registration book posted-
 - (i) Daily?
 - (ii) Correctly?
- (c) Scrutinized by Superintendent daily?
- (d) Inspected by the officer every month?
- (e) Stock of stamps available tallies with the balance shown in the registers?

11. Messenger books:

- (a) Number of books in use?
- (b) Numbered serially?
- (c) Basis of allocation?
- (d) Allocation rational?
- (e) Time of dispatch of urgent communications indicated?
 - (i) Are there any cases where letters which could be sent by local delivery were sent by post?
 - (ii) Have these messenger books been checked by the Superintendent and the Officer concerned periodically?

12. Are the following

Maintained / Neat & Tidy / Upto date

- (i) List of subjects allotted to different sections of the department.
- (ii) List showing distribution of work among the dealing hands of the sections.

13.	Are the following	Maintained subject wise	Upto date	Indexed	Neat & Tidy	Periodically inspected / checked
		(1)	(2)	(3)	(4)	(5)
(i)	Guard file					
(ii)	Reference folders					
(iii)	Reference books					
(iv)	Standing notes					
(v)	Precedent book					

14. Maintenance Registers

	Are the following	Maintained as prescribed in the manual	Neat & Tidy	Upto date	Checked / Revised / Inspected & how often	Remarks
		(1)	(2)	(3)	(4)	(5)
(i)	Section diary for other receipts					
(ii)	Assistant diary					Have currents been registered on the same date of receipt
(iii)	File register					
(iv)	File movement register					
(v)	Register for watching progress of recording					
(vi)	Record review register					
(vii)	Register for spare copies of publications, etc.					
(viii)	Call book					Are there any delay in taking action on call book cases
(ix)	Reminder and suspense diary					Have reminders been issued promptly

15. Opening and numbering of files:

- (i) List of standard heads and sub-heads
 - (a) Maintained
 - (b) Reviewed annually
- (ii) Files opened under appropriate heads Take a sample of 5 files
- (iii) Titles appropriate

16. Submission and processing of cases:

- (1) Take a sample of three current cases ready for submission to higher officers or returned by such officers and state the number (if any) where the cases are not:
 - (i) Neat and tidy
 - (ii) Properly referenced, docketed, flagged, tagged, wherever necessary, in addition to other routine requirements in putting up papers like punching of papers use of urgency grading, etc.
- (2) Examine 5 drafts from amongst marked for issue or received back after issue and state number, if any, where:
 - (i) Drafts had been needlessly prepared;
 - (ii) Enclosures not clearly marked;
 - (iii) Name, designation and telephone number, of the signatory not indicated.

17. Recording:

- (1) Retention schedule for records relating to substantive work of the section:
 - (i) Drawn up
 - (ii) Reviewed every 5 years
 - (iii) Year of last review
- (2) Examine a sample of 3 recently recorded cases and state the numbers were:
 - (i) There is avoidable timelag between files disposal and initiation of action to close the case;
 - (ii) Previous and latter references not indicated on the file cover;
 - (iii) Titles/index slips not revised to reflect its content at the closing stage; and
 - (iv) Important decision taken but not marked for being noted in the precedent book.

(3) Custody and requisition of recorded files:

(i) Recorded files

- (a) Arranged properly
- (b) Stacked neatly
- (c) Dusted regularly

(ii) Take a sample of 3 recorded files put up with current cases, examine appropriate bundles of recorded files and indicate the number (if any) of the requisition cards/slips.

- (a) Not found at the appropriate place in the bundle of recorded files.
- (b) Not indicating the current file/diary number with which put up or the purpose for which and or officer for whom requisitioned file required.

(4) Review and weeding of records

- (a) Is the percentage of recorded files marked for retention after review unduly high.
- (b) If 'yes', take a sample of 5 files and indicate number of files unnecessary marked for further retention.
- (c) Inspect the section generally and indicate the documents which are lying unnecessarily and could have been weeded out.
- (d) Whether a Record Keeper/Clerk has been posted for handling records?

18. Indexing

- (1) Index slips prepared as prescribed in the manual.
- (2) Arranged alphabetically and stitched properly.
- (3) The latest year for which index sent to the compiler of departmental index.

19. Checks on delays

Are the following

- | | Submitted on
due date | All the receipt
cases included |
|--------------------------------|--------------------------|-----------------------------------|
| (1) Weekly arrear statement | | |
| (2) Monthly statement of cases | | |

(3) Check lists of incoming and outgoing periodical reports

Incoming

Outgoing

- (a) (i) up-to-date
 - (ii) No. of reports not received/sent on due dates
 - (b) Whether adequate action was taken to avoid recurrence of delays?
- (4) Important receipts including letters from public bodies, associations and members of public (Take a sample of 5 receipts)
- (i) Superintendent keeping a special watch
 - (ii) How
 - (iii) Method adopted adequate
 - (iv) No. of receipts not acknowledged within a week--
not replied within a month

20. Office accommodation

- (a) Is the accommodation adequate?
- (b) Are the office rooms and halls maintained neatly?
- (c) Are the fire extinguishers in serviceable condition?

21. Review of rules, regulations, codes, manuals, etc.,

- (a) Does the section maintain an up-to-date inventory of rules, regulations, codes, manuals, etc.?
- (b) Has any time-bound programme been drawn for undertaking revision, codification, updating or re-printing of rules.
- (c) Is the work relating to (b) above progressing according to the programme?
- (d) If not, state the number of rules etc., category wise to be so revised/codified/up-dated/re-printed.

22. Consolidation of orders/instructions

- (a) Obtain a list of orders/instructions yet to be consolidated
 - (i) Is the list complete?
 - (ii) Has any programme for completing the work of consolidation been drawn?
 - (iii) Reasons for delay, if any, in adhering to the time schedule.

23. Planning

- (a) What are the Plan Schemes both State and Centrally sponsored with which the department is concerned? (Give a statement of all such schemes, the Budget allotments and targets fixed).
- (b) Have the prescribed guidelines been kept in view while formulating annual plan proposals?
- (c) Have the budgets been prepared and communicated to the concerned District Officer?
- (d) What procedure has been devised for review of the plan schemes?
- (e) Are departmental co-ordination review meeting held periodically to review financial and physical aspects?
- (f) Are the following points specifically examined at those meetings:
 - (i) Physical targets and achievements;
 - (ii) The actual position of the expenditure booked and its proportion on staff and on actual development programme.
 - (iii) The short falls and reasons therefor.
- (g) Are periodical returns on quarterly review on Plan progress correctly prepared and punctually sent?
- (h) Whether prompt and proper action is being taken on the points mentioned in the monthly reviews of the Planning Department?

24. Realization of resources:

- (a) What are the heads of revenue for the realization of which the Department is responsible and what are the exact amounts to be realized under:
 - (i) Arrear
 - (ii) Current
- (b) Has any programme of collection been prescribed?
- (c) What is the progress of realization? (Comment critically the methods applied for realization and their adequacy).
- (d) Whether the realization of dues is progressive and satisfactory?

25. Delegation of powers:

- (a) Are the powers so far delegated adequate?
- (b) Are the delegated powers being exercised properly?

26. Recruitment Rules:

- (a) Whether all posts are covered by Recruitment Rules – General, Special or *ad hoc*?
- (b) What are the reasons, if any, for non-issue of Recruitment Rules covering any posts?

27. Public Relations

- (a) (i) Is a Gazetted Officer entrusted with Public Relations work;
 - (ii) If so, is he sufficiently senior and empowered to pursue the matters represented and liaise with all branches and section;
 - (iii) Do the public know about his role;
 - (iv) Has his role as Public Relations officer been effectively played and made use of by the public?
 - (v) Any suggestion to make his role really effective and useful to public;
- (b) Is there a Receptionist to receive and guide the public;
- (c) Have suitable arrangements been made for visitors; when it becomes necessary for them to wait, before they can meet the officer they have come to see.

28. Redressal of Public grievances

- (a) Whether complaint box has been provided;
- (b) Whether one day a week has been declared as a day for hearing grievances from the public by heads of attached offices;
- (c) Whether heads of attached offices have set apart one hour every working day to allow the public to personally ventilate their grievances;
- (d) Has a complaints register been opened;
- (e) Where is it kept?
- (f) Are the public making use of it. Give statistics and analysis of complaints registered and redressed.
- (g) Are the complaints referred to the public grievances redressal committee registered in it.
- (h) Is there prompt and effective action on the complaints received?
(Review critically)

29. Review of Action of Public Grievances

- (a) Is there a calendar of check of register by the Head and is run-on note file maintained.
- (b) Is the head of the office/department critically reviewing the action taken for redressal of the public grievances?
- (c) List of suggestions made by Superior Officer during their tours.

(The Inspecting Officer should give his considered analysis and assessment of working of the public grievances redressal work to be written by himself and not by the inspecting staff)

30. Liveries

- (a) Whether liveries have been supplied to the eligible categories of staff.
- (b) Whether liveries have been supplied on the due date.
- (c) Whether the employees who have been provided with uniforms, are wearing the uniforms.
- (d) Whether the delinquent staff are being suitably dealt with.
- (e) Whether the employees, provided with uniform have been asked to turn out in the uniforms for a parade once a week.

31. Attendance Register

- (a) Is an Attendance Register maintained properly in the prescribed form.
- (b) Is a late Attendance Register maintained showing the time of arrival of the late comers.
- (c) Have the attendance and Late Attendance Registers been seen by an Officer daily.
- (d) If forfeiture of Casual Leave made according to rules.

32. Casual Leave

- (a) Is a register showing Casual Leave, Restricted holiday and Compensatory leave granted to subordinates maintained up-to-date?
If not what is the alternative procedure followed and is it effective?
- (b) Are there any omissions to enter such leave taken or are there any cases of grant of such leave in excess of the prescribed limits?

33. Confirmation / Quasi-Permanency

- (a) Is a review of confirmation cases made every six months?
- (b) Have recruitment rules framed in respect of each and every post in the department?
- (c) Have declaration of satisfactory completion of probation issued in all eligible cases?
- (d) Have confirmation of eligible persons been made?
- (e) Have declaration of Quasi-permanency been issued in all eligible cases?
- (f) Has action been initiated to make temporary posts into permanent?

34. Confidential Reports

- (a) Are character rolls being maintained and countersigned by the concerned authority by due date?
- (b) Have adverse remarks, if any, been communicated to the concerned officials and their acknowledgement filed in the character rolls?
- (c) Is annual certificate of completion of character rolls furnished by the Head of Department to the concerned Secretariat Department?

35. Disciplinary Cases

- (a) Put up statements showing the details of disciplinary cases disposed of during the period covered by inspection and pending cases.
- (b) Examine some cases disposed of and state whether the procedure has been followed correctly in accordance with the rules.
- (c) Are there any undue delays in the disposal of the disciplinary cases?
- (d) Are the punishments imposed appropriate?
- (e) Have the punishment imposed been noted in the personal files and the Service Registers of the individuals concerned?

36. Pension Cases

- (a) Put up a statement showing details of pension cases disposed of during the year and another statement showing the pending cases.
- (b) Are pension cases being reviewed promptly? i.e. every six months in advance.
- (c) Are claims settled at least within a fortnight of the actual date of retirement?
- (d) What were the reasons for the delay in sanctioning pension?
- (e) Was any anticipatory pension sanctioned in respect of long pending cases?
- (f) Has prompt action been taken in sanctioning family pension?

37. Periodical reports and returns

- (a) Is the Periodical Register maintained in each section?
- (b) Are the Periodical Registers maintained correctly and up-to-date?
- (c) Have advance reminders been issued for periodicals due from subordinates and have reminders been issued periodically and properly in cases of delays after the due dates?
- (d) Was a review of periodical reports and returns conducted by Head of Department?
- (e) If not, state reasons, if any.

38. Forms and Stationery

- (a) Are the Stationery Registers maintained properly in the prescribed form?
- (b) Are all the columns properly filled in?
- (c) Are the receipts and issues being correctly accounted for and attested by an officer?
- (d) Have the closing balance of previous register been carried over correctly to the current register?
- (e) Does the stock on hand tally with that in the register?
(Test check a few items of stock on hand and note the result)
- (f) Have the stocks been physically verified periodically?
- (g) Are there any articles which in your opinion are unnecessary for the office?
If so, mention them.
- (h) Are the stationery articles kept under lock and key?
- (i) Is a register kept in the prescribed form for the printed forms supplied and issue?
- (j) Are the columns properly filled in?
- (k) Are the receipts and issues correctly accounted for?
- (l) Is the stock of form or stationery much in excess of normal requirements?
- (m) Has there been any delay in sending the indents for forms or stationery to the Directory of Stationery and Printing or in supplying them.
- (n) Have the instructions regarding economy in stationery and forms been implemented?

39. Books and Periodicals

- (a) Is a register kept in the prescribed form for the books, periodicals and journals received and is up-to-date?
- (b) Is a separate register maintained for watching the movement and return of journals etc., sent out in circulation?
- (c) Is an arrear list prepared every month and action taken for the return of books etc., pending for more than a month?
- (d) Have they all been suitably numbered and arranged in the shelves so as to be readily available for reference?
- (e) Are all the books shown in the register available?
- (f) Has a physical verification of books etc., been made annually?
- (g) Do you think that any of the books or periodicals is unnecessary for the officer? If so, mention them.

40. Dead Stock Register

- (i) Is a Dead Stock Register kept in the prescribed form for all articles, such as implements, furniture and other miscellaneous articles?
- (ii) Are all the columns of the register correctly filled in the kept up-to-date?
- (iii) Is an inventory of furniture kept in each room/section or all and kept up-to-date?
- (iv) Have all the articles purchased and their cost entered in contingent register or obtained by the transfer or otherwise from other offices, been brought to account in the register?
- (v) Have all the items of furniture been numbered serially?
- (vi) Are all the stores and stocks physically verified by a responsible officer (*vide* R. 116 of GFR) annually once?
- (vii) Have unserviceable articles been disposed off promptly?

41. Rectification of defects of last Inspection

- (a) Have all the defects pointed out in the previous notes of inspection been rectified and report sent in pro-forma prescribed?

42. Audit Objection

- (a) Whether the Audit Objection register has been maintained wherein all the audit objections have been entered?
- (b) What is the total amount covered by the objection?
- (c) If repetition of the objections of the previous year avoided?
- (d) Whether monthly review has been done?
- (e) Are the audit objections pending for more than six months? If so, why?
- (f) Are the audit objections being answered promptly?

43. Security of official information and documents

- (a) Classified files and papers (other than those in hand) kept in locked almirahs?
- (b) Classified record (e.g. section diary, file register, index slips) maintained in respect of secret papers (unless the section itself is designated as a secret or top secret)?
- (c) Register of spare copies of secret documents kept to accounts for the number prepared, issued and in hand?
- (d) Any instances of violation of prescribed instructions for treatment and safeguarding of secret/top secret papers and information?
- (e) Examine a sample of 3 published official reports, pamphlets, and compilations etc., issued and state the number (if any) marked 'For Official use only' without the previous approval of secretary or higher officers.

44. Vigilance against malpractices

- (a) Is the nature of the work/state of affairs in the section such as to warrant a thorough probe from vigilance angle?
- (b) If so, on what lines?

45. Cases Pending

- (a) Put up an abstract showing the number of over 6 months and over one year files pending in each seat and comment on pendency.
- (b) Scrutinize some typical files among over one year and over 6 months cases and indicate the delays, deviations from the prescribed procedures and any other peculiarities notices therein; suggest measures or changes in procedure that may help expediting disposal.

46. Target for work for officers/staff

(a) Typists

- (i) What is the average out-turn of the typists?
- (ii) If the average out-turn is below the yardstick, are there any special features justifying the existing number of typists or is there scope for reduction in the number of typists?
- (iii) Is any typist attending to any duties other than typing like dispatching, etc.

(b) Stenographers

- (i) Do the stenographers have adequate work?
- (ii) Are there officers who are handicapped for want of stenographers?

(c) Assistants/L.D.C.

- (i) What is the work attended to by Assistant? Do they merely attend to routine work or note and draft also?

(d) Is the office adequately staffed?

(Comment with reference to the average turn-out of work and other relevant factors).

(e) Is the average out-turn is less than the prescribed yardstick, are there any special features justifying the present scale of staff or is there scope for reduction of staff?

(f) Is the distribution of work among clerks and section rational and equitable? If not, what changes are suggested to secure greater efficiency?

(g) Is the allocation of work between the Head of the Department and his gazette officers properly and suitably made?

47. Summing up

Brief recapitulation of defects or shortcomings notices and any other comments which inspecting officer may have to make.

48. A general assessment of the performance of the sections including a comparative appraisal with reference to the picture revealed during the previous inspections. (The defects mentioned in the last three or four inspection reports with particular reference to the recurring and continuing irregularities which have not been rectified should be specifically stated here serially numbered).

49. Suggestions and Improvement

(a) Made by inspecting officers

(b) Received from the staff of the sections together with comments of the inspecting officer thereon.

Date:

Signature of Inspecting Officer

Designation:

II – QUESTIONNAIRE FOR INTERNAL/SURPRISE ADMINISTRATIVE INSPECTION

Name of Department/Office/Section :

Date of last inspection :

Date of present inspection :

1. Staff

(i) Sanctioned strength :

(ii) Existing strength :

(iii) Vacant or unfilled posts :

(iv) Reasons for (3) :

2. Attendance

(i) Is the attendance register being maintained properly?

(ii) Is it being submitted to officers punctually in the morning?

(iii) Attendance on the day of inspection expressed as percentage?

(iv) Details of persons found absent.

Name	Whether authorized or unauthorized absence	Nature of duration of leave
------	---	--------------------------------

(v) Is the casual leave register maintained and is up-to-date?

(vi) Is the short leave including late arrival accounted for in this register?

3. Receipts

(i) Are the registers of ordinary and important immediate cases?

(a) Being maintained properly?

(b) Up-to-date?

(ii) Assistants Diary

(a) Maintained by every dealing hand in proper form?

(b) Up-to-date? (to be test checked)

(iii) Intake of receipts for the last three months

	Month	Receipt
1.		
2.		
3.		

4. Arrear Reports

- (i) Are these being prepared in the form prescribed?
- (ii) Being submitted to officers on the first working day of every week? If not reasons therefor.
- (iii) What is the state of arrears on the day of inspection?
- (iv) Reasons for heavy arrears, if any.
- (v) Steps taken by the Superintendent to clear the arrears.
- (vi) Latest arrears report to be test checked and results recorded.
- (vii) Suggestions for preventing future accumulation of arrears.

5. Opening and numbering of Files and Records

- (i) List of Standard Heads maintained?
- (ii) Heads well-chosen and appropriate?
- (iii) Files opened under appropriate Standard Heads (to be test checked).
- (iv) Titles of files precise and expressive of the subject matter dealt with (to be test checked).
- (v) File register maintained neatly?
- (vi) Are the records in the Section properly arranged and referenced?
- (vii) Any records requiring weeding still lying in the Section.

6. General

- (i) Accommodation and seating arrangement.
- (ii) Conditions of furniture and equipment.
- (iii) Cleanliness etc.

QUALITY CONTROL

1. Distribution of work among dealing persons fairly even?
2. Make a study of a few recently closed cases and give your comments on the following points;
 - (i) Are acknowledgments or interim replies sent where necessary
 - (ii) Quality of noting/examination of cases.
 - (iii) Any instances of delays in inter-departmental consultations?
 - (iv) Any comments about undue held-up at any stage?
 - (v) Any comments about reluctance to accept responsibility by appropriate officer and submitting cases to higher level instead?
 - (vi) Any other remarks?

SUMMING UP

1. Brief recapitulation of defects or shortcomings noticed and any other suggestions which the Inspecting Officer may have to make.
2. Suggestions for improvement from the staff of the Section, if any and views of the Inspecting Officer thereon.
3. A general assessment of the performance of the Section with particular reference to the picture revealed during last inspection.
4. Any points which require the attention of the Department of Personnel and Administrative Reforms.

Signature of the Inspecting Officer

Date:

Designation:

ANNEXURE TO APPENDIX – 38
ABSTRACT OF INSPECTION ON PUNCTUALITY

Department / Office: _____

Date of visit FN/AN	Total number of staff	Number of staff present	Number of staff on sanctioned leave	Number of staff absent	Late arrival	Earlier departure	Number of staff not present during office hours	Name and designation of officials detected in column (5) to (8)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

APPENDIX-39

[Vide para 18.3]

Questionnaire for Financial/Stores Inspection

A. Financial Inspection

1. Register of Service Books

- (a) Whether the names of the Government servants who are working in the Dept., are entered in the register?
- (b) Whether the names of the Government servants transferred are deleted?
- (c) Whether service books are opened in respect of new entrants?

2. Register of Periodical Increment

- (a) Whether a register has been opened properly?
- (b) Whether a page is opened for each month?
- (c) Whether the name of the Government servants to whom increment has to be passed are entered in each page?
- (d) Whether the increment is granted on due date?
- (e) Whether proposals for E. B. crossing are sent 3 months in advance?
- (f) Please check up whether any Government servants to whom increments are overdue. If so, reasons for that.

3. Register of Nomination for D. C. R. G.

- (a) Whether a register has been opened for nomination of D.C.R.G.?
- (b) Whether a register has been obtained for permanent Government servants?
- (c) Please check up whether the entry is made in the Service Book
- (d) Please check-up whether the nomination is kept in the Service Book

4. Register of Government servants transferred from other Departments

- (a) Whether a register has been opened in proper form?
- (b) Whether the names of the Government servants transferred have been entered?
- (c) Whether Last Pay Certificate, Property Returns, Service Book and Confidential Reports have been sent on due date?
- (d) Similarly in respect of Government servants transferred to our Department, please check-up whether Last Pay Certificate, Property Returns, Service Book and Confidential Reports have been received.

5. Register of Government servants sent on Foreign service/Deputation:

- (a) Whether a register has been opened in proper form?
- (b) Checkup whether the names of the Government servant who are on deputation have been entered in the register.
- (c) Whether leave salary, pension contribution etc., have been entered in proper form?
- (d) Checkup whether the Confidential Reports, Property Returns etc., are received every year.
- (e) Please check up whether the period of deputation does not exceed 3 years.
- (f) Please check up whether orders of the competent authority is received whenever the period of deputation exceeds 3 years.

6. Register of Liveries :

- (a) Whether, a register for Group C&D staff have been opened?
- (b) Whether liveries are allotted for each Government servant?
- (c) Whether periodical review is made every month?
- (d) Whether cloths are purchased 3 months in advance?
- (e) Whether chappals are purchased one month in advance?
- (f) Whether liveries are supplied well in advance?

7. Register of Security deposit and fidelity bond furnished by the Cashier;

- (a) Whether a register is opened and serially numbered?
- (b) Whether the certificate as to the count of pages is affixed in the first page?
- (c) Whether the names of the Government servants from whom security deposit received are serially entered?
- (d) Whether the security deposit is collected correctly?
- (e) Whether the fidelity bond is renewed every year?
- (f) Please check up whether the special pay granted is correct as prescribed in the rule,
- (g) Whether the order for payment of special pay is issued in time?

8. Register of Retirement of Government Servants;

- (a) Whether a register has been maintained in proper form?
- (b) Whether the pages are allotted separately for Group A, B, C, and Group D staff?
- (c) Whether the names of the Government servants who are going to retire during the next five years are entered in chronological order?
- (d) Whether advance action has been taken to get the pension papers from the Government servants?
- (e) Whether pension papers are sent to the Director of Accounts and Treasuries one year in advance?
- (f) Whether applications for final withdrawal of G, P. F. has been sent one year in advance?
- (g) Whether all formalities have been completed two months in advance?
- (h) Whether Last Pay Certificate has been sent to Director of Accounts and Treasuries six months in advance?

9. Register of Bills received;

- (a) Whether the register is maintained in proper form?
- (b) Whether the certificate as to the count of page is affixed on the first page?
- (c) Whether the bills for stores received and service rendered have been entered in chronological order?
- (d) Whether an entry is made, against the original entry whenever the bills are passed?
- (e) Whether the bill number is entered - against each bill wherever the bill is passed for payment?
- (f) Whether monthly review is made to assess the departmental liability?
- (g) Whether any bill returned has been properly entered in the register?
- (h) Whether any bill is returned for non-receipt of articles?

10. Pay Bill Register

- (a) Whether the Pay Bill Register is maintained as prescribed in the rules?
- (b) Whether it is serially numbered?
- (c) Whether the index of names has been furnished in the first page?
- (d) Whether certificate of count of pages is attested in the first page?
- (e) Whether all the columns are filled up?
- (f) Whether all the entries, made with regard to the pay and allowances have been attested by the Drawing Officer every month?
- (g) Whether entries regarding advances drawn by the Government servants' are attested?
- (h) Whether entries as to the recoveries are made?
- (i) Whether an abstract of bill passed for payment is kept at the end of the register?

11. Travelling Allowance Bill Register

- (a) Whether the Travelling Allowance Bill register is maintained in proper form?
- (b) Whether the pages are serially numbered?
- (c) Whether certificate of count of pages has been appended on the first page?
- (d) Whether each page has been allotted for each Officer to checkup .double payment?
- (e) Whether a review is made every month as to the number of pending bills "kept"?
- (f) Whether a page is opened to advance granted to the Officer?
- (g) Whether action is taken to recover the advance if the Officer has not submitted the adjustment bill on the, prescribed date?

12. Leave Travel Concession Advance Register

- (a) Whether the register has been maintained in the proper form?
- (b) Whether the certificate of count has been appended in the first page?
- (c) Whether the advance sanctioned to the Government Servants are serially entered?
- (d) Whether a monthly review of outstanding advance is made?
- (e) Whether periodical reminders are issued to the Government Servants for the settlement of bills?
- (f) Whether advance amount is recovered wherever Government Servants failed to submit the adjustment bill?

13. Register of Overtime Allowance

- (g) Whether a register has been opened in proper form?
- (h) Whether one page is allotted for each Government servant?
- (i) Whether time of arrival and departure of the Government servant is noted?
- (j) Whether the bill number under which the Overtime Allowance claimed is noted?
- (k) Please check up whether Overtime Allowance is allotted in excess.
- (l) Please check up the purpose for which Overtime Allowance is claimed.
- (m) Whether the entries made in the register have been attested by the Head of Office?

14. Medical Reimbursement Register

- (a) Whether the Medical Reimbursement Register, is maintained as per the rules?
- (b) Whether a page is allotted for each Government Servant?
- (c) Whether the reimbursement is at frequent intervals?
- (d) Whether the competent authority is satisfied about the genuiness of the claims exceeding Rs.500?

15. Motor Cycle Advance/House Building Advance/Cycle Advance etc., Recovery Register

- (a) Whether a register in proper form is opened?
- (b) Whether the advance granted is entered serially?
- (c) Whether separate page is opened for different types off advances?
- (d) Whether each name is entered in chronological order?
- (e) Whether the recovery is started according to the rules?
- (f) Whether the bill number is entered against each month?
- (g) Whether monthly review is done for the total recovery?
- (h) Whether any interest is collected on the expiry of the advance?
- (i) Whether there is any delay in starting the recovery?
- (j) Whether any certificate of balance is given, to the Director of Accounts and Treasuries? If not what is the reason?

16. Bill Drawn Register

- (a) Whether the Bill Drawn Register has been maintained as prescribed in the rules?
- (b) Whether the pages are serially numbered?
- (c) Whether the certificate as to the count of page has been attested?
- (d) Whether the number has been serially allotted for the whole year?
- (e) Whether at the end of the month the register is closed?
- (f) Whether the Drawing Officer has affixed his initial as and when he passed the bill?
- (g) Whether the date of presentation of bill to the Director of Accounts and Treasuries has been noted down in the Bill drawn Register?
- (h) Whether the date of encashment of cheque is noted down in the Bill Drawn Register?
- (i) Whether the dates of cheques are entered in the Bill Drawn Register?
- (j) Whether the amount actually passed for payment is noted down in the Bill Drawn Register?
- (k) Whether any monthly review has been made?
- (l) Whether the bills not passed, are noted down separately at the close of the month?

17. Token Register

- (a) Whether the token register has been maintained in the proper form?
- (b) Whether all the bills presented in the Directorate of Accounts and Treasuries are entered in the token register?
- (c) Whether token number is noted in the bill?
- (d) Whether all the bills submitted in the Directorate Accounts and Treasuries are passed?
- (e) Whether the tokens tally with the bills pending in the Directorate of Accounts and Treasuries and if not, what is the action taken regarding unpassed bills?

18. Contingent Audit Register

- (a) Whether a contingent audit register in proper form is maintained?
- (b) Whether the limit prescribed by the Government of Pondicherry has been noted down?
- (c) Whether the total expenditure tally to the Budget check register?
- (d) Whether the powers exercised by the respective drawing officer is Within the monetary powers delegated to him?

19. Budget Check Register

- (a) Whether the Budget allocated by the Finance Department is indicated minor head-wise, sub-head-wise and detailed head-wise?
- (b) Whether each bill is entered in chronological order?
- (c) Whether the total is struck every month?
- (d) Whether monthly reconciliation is made with reference to the figures in the Directorate of Accounts and Treasuries?
- (e) Whether certificate of verification has been obtained in the Directorate of Accounts and Treasuries?
- (f) Whether a review has been made every quarter to check up whether the expenditure is in progress and allotment made is enough to meet the expenditure for the year?
- (g) Whether it is necessary to address the Government for additional funds or otherwise for surrender?
- (h) Whether any action has been taken by the Department in case of unforeseen expenditure?

20. Register of Monthly Reconciliation

- (a) Whether, the departmental reconciliation both for receipt and payment is made?
- (b) Whether certificate of reconciliation has been obtained every month from the Directorate of Accounts and Treasuries?

21. Custody of

- (a) Whether the office cash is being kept in the cash chest or wall coffer with double lock system?
- (b) Whether one key of the lock is kept by the Cashier and the other by the Head of office/Drawing and Disbursing Officer, or who- is keeping the key?
- (c) Whether duplicate key register has been maintained in. proper form?
- (d) How many keys are kept for each cash chest?

- (e) Whether the duplicate key is deposited in the bank or treasury?
- (f) Whether key is withdrawn or renewed or what is the last date of renewal? If not what is the reason?
- (g) Whether any one of the keys is lost?
- (h) Whether action has been taken to replace the lock?

22. Register of Cheques

- (a) Whether a register has been opened in proper form?
- (b) Whether the cheques are entered in serial order?
- (c) Whether the cheques are forwarded to the bank for encashment immediately?
- (d) Checkup whether there is any cheques intended for issue of Demand Draft?
- (e) Whether there is any undue delay in getting the Demand Draft?
- (f) Whether there is any delay in sending the Demand Draft?
- (g) Whether the amount is utilized for proper purpose?
- (h) Whether any cheque received is not encashed for more than 3 months?
- (i) Whether any cheque is revalidated. If so, what is the reason?
- (j) Whether on receipt of a cheque, necessary entries are made in the bills drawn register?
- (k) Whether, whenever a cheque is received from Director of Accounts and Treasuries, an entry is made on the receipt side of the cash book?

23. Receipt Rooks

- (a) Whether the receipt books are properly accounted for in a separate register?
- (b) Whether they are serially numbered?
- (c) Whether the certificate of number of receipts in the book is being recorded?
- (d) Whether it has been ensured that whenever money is received, printed receipts are issued by the authorized persons and simultaneous entries are made in the Cash Book?
- (e) Whether the counterfoils of the used receipt books unused stock of receipt books and register of receipt books are kept in safe custody?

24. Cash Book

- (a) (i) Whether the Cash Book is maintained in the prescribed form?
(ii) Whether the pages have been machine numbered and a certificate to the count of pages of the Cash Book recorded on the first page of it and signed by the Drawing and Disbursing Officers?
- (b) Whether all monetary transactions of receipts and payments are entered as soon as they occur?
- (c) (i) Whether the Cash Book is closed daily and closing balance arrived at by the Cashier?
(ii) Whether the entries including closing balance are checked and attested by the drawing and disbursing officer?
(iii) Whether the closing balance of the day is written in words and signed by the drawing and disbursing officer?

- (d) Whether any random physical verification of cash done by the drawing and disbursing officers during the month and a certificate recorded to this effect.
- (e) Whether at the end of each month, the cash is physically verified by the Drawing and Disbursing Officer / Head of Office and certificate recorded?
- (f) Whether any over writing is duly attested by the drawing and Disbursing Officer?
- (g) Whether bill number has been entered in the receipt side as well as on the payment side whenever the cash is received and disbursed?
- (h) Whether cheque numbers or bill numbers are entered wherever receipt or payment is made?
- (i) Whether chalan numbers are noted down whenever cash is remitted into the bank?
- (j) Whether the drawing and disbursing officer ensures that unwarranted heavy balance is not kept in the office to avoid unnecessary blocking of Government, money and possible misappropriation?
- (k) Whether a separate Cash Book for non-Government dues is maintained?
- (l) Whether the amount collected is remitted to various agencies immediately after recovery?
- (m) Whether the receipts for the payment made to various agencies have been verified?
- (n) Whether the collections are promptly remitted then and there?
- (o) Whether there is any delay noticed in remittance?
- (p) Whether the amount received for some purpose is utilized or for other purpose. If so, the reason thereof?

25. Acquittances

- (a) Whether proper acquittances are obtained for all payments made on the same day on which payments are made and whether the payments are recorded on the payment side of the cash book on the same day?
- (b) Whether the acquittances are filed serially and date wise?
- (c) Whether the undisbursed amount, if any, is refunded to Government promptly at the end of the prescribed time limit?
- (d) Whether disbursement certificate has been obtained from the Disbursement officer after all payments have been made in the relevant acquittance roll?

26. Register of Valuables

- (a) Whether the register of valuables is maintained as prescribed in the rules?
- (b) Whether all the valuables have been entered serially?
- (c) Whether any certificate such as share certificates, stock certificates, share in companies has been sent to State Bank of India for safe custody?
- (d) Whether, a separate register maintained to watch the expiry date of the above certificates?

27. Chalan Register

- (a) Whether the Chalan Register is maintained?
- (b) Whether they are entered in chronological order?
- (c) Whether the date of encashment is entered in each chalan?
- (d) Whether they have been attested by the Drawing and Disbursing Officer?
- (e) Whether chalans have been found serially and kept in safe custody?
- (f) Whether in the chalan the amount is clearly mentioned in words and figures?
- (g) Whether the chalan amount and the figure of the cash book tally?
- (h) Whether quarterly list of remittances made into the Treasury or Bank are proposed and whether an independent official is sent to the Bank / Treasury to verify the remittances?

28. Register of permanent advance

- (a) Whether a register is maintained in proper form and the pages are serially numbered?
- (b) Whether the certificate of count of pages is affixed on the first page?
- (c) Whether the expenditure is noted down in the register in chronological order?
- (d) Whether a review has been made at the end of every month?
- (e) Whether the amount of advance tally with the cash on hand and vouchers on hand at the end of every month?
- (f) Whether bills have been presented in the Directorate of Accounts and Treasuries every now and then, if not what is the reason?
- (g) Is there any reason for increase or decrease of the amount? Whether the department has approached the Government for increase or decrease of the advance amount? What is your recommendation?

29. Undisbursed Pay Register:

- (a) Whether the undisbursed pay register is maintained in proper form?
- (b) Whether the pages are serially numbered?
- (c) Whether the undisbursed amount is noted in chronological order?
- (d) Whether the amount disbursed tally with the amount undisbursed as noted down in the register?
- (e) Whether there is any amount kept for more than 3 months from the drawal?

30. Register of Trunk call Charges;

- (a) Whether the register has been opened properly?
- (b) Whether the pages are serially numbered and certificate of count is affixed in the first page?
- (c) Whether the calls made both official and private are entered serially?
- (d) Whether the signature of the Government servants who made the call is obtained?
- (e) Whether the charges to be paid are noted against each page?
- (f) Whether the amount collected for private call is remitted into Government account?
- (g) Whether the receipt number under which the cash is collected is noted against each entry?

31. Petrol Indent Register:

- (a) Whether a Petrol Indent Register is opened wherever a vehicle is maintained?
- (b) Whether the pages are serially numbered and the certificate of count is affixed on the first page?
- (c) Whether the quantity of petrol/diesel purchased is noted?
- (d) Whether the bill number and amount to be paid are noted?
- (e) Whether log book page number is noted against each entry?
- (f) Please see that the monetary limit is not exceeded?
- (g) Whether a monthly review of the performance of the vehicle is made?
- (h) Whether the total number of kilometer run is noted?
- (i) Whether average kilometer given by the vehicle per liter is noted?
- (j) Whether the bill number is noted against each entry of petrol/ diesel/grease purchased?
- (k) Whether the average kilometer run per liter is the same throughout the year?
- (l) Whether any action is taken by the Department if there is any low performance?
- (m) Whether the vehicle has run throughout the year, if no what is the reason?
- (n) Whether it is necessary to condemn the vehicle if it is not road worthy?
What is your recommendation?

32. Stamp Account Register:

- (a) Whether a register has been opened in proper form?
- (b) Whether the certificate on count of pages is affixed on the first page?
- (c) Whether the issue of stamps is entered in chronological order?
- (d) Whether the closing balance of stamps at the end of each month is physically verified and certified?
- (e) Whether action has been taken to replenish the stock?

33. Stock Register for furniture, Stationery etc.:

- (a) Whether any stock register is maintained?
- (b) Whether serially numbered and certificate of count is affixed on the first page?
- (c) Whether the article received is entered in the respective page?
- (d) Whether articles issued are noted in the respective page?
- (e) Whether issues are made with proper indent?
- (f) Whether annual inspection is made?
- (g) Whether any article is shown surplus?
- (h) Whether any article is found defective?
- (i) Whether any article is to be disposed off in public auction?
- (j) Whether the department has taken any action for the disposal of article. If not, the reason thereof?

34. Realization of Resources:

- (a) What are the heads of revenue for the realization of which the department is responsible and what are the exact amounts to be realized under:
 - (i) Arrear
 - (ii) Current
- (b) Has any programme of collection been prescribed?
- (c) What is the progress of realization?
(Comment critically the methods applied for realization and their adequacy).
- (d) Whether the realization of dues is progressive and satisfactory?

35. Audit objections:

- (a) Whether the audit objections register has been maintained wherein all the audit objections have been entered?
- (b) What is the total amount covered by the objection?
- (c) Is the-repetition of the objections of the previous years avoided?
- (d) Whether monthly review has been done?
- (e) Are the audit objections pending for more than six months? If so why?
- (f) Are the audit objections being answered promptly?

B. STORES INSPECTORS

PART—I, FACTUAL DATA TO BE FURNISHED BY THE CONCERNED HEAD OF DEPARTMENT/OFFICE/INSTITUTION BEFORE INSPECTION

Name of the Inspection officer with designation:

Name of the office inspected and store:

Name of the officer in-charge of stores and records:

Name of the Head of Office:

Date of last physical verification:

Whether any discrepancies were found:

Whether they have been regularized:

Date of present inspection:

1. Records and Ledgers

- (a) Whether separate stock registers are being maintained for dead stock consumable and miscellaneous?
- (b) Whether all the stock registers are consisting of the certificate of pages. Index and Transfer Entries correctly from old to new register?
- (c) Whether the columns of the stock register have been filled up correctly with No. of Stock Receipt Book Indent etc., and exhibit the balance quantity properly?

2. Purchase and Receipts

- (a) Whether yearly tenders accepted for the supply of materials or quotations have been called for each supply?
- (b) Whether open tenders have been called for wherever the cost of purchase exceed Rs.20,000?
- (c) Whether not less than three quotations have been received and lowest accepted?
- (d) Whether purchase orders have been placed in proper proforma?
- (e) Whether the materials on receipt have been inspected by an officer other than stores in-charge and a certificate of genuiness issued or not?
- (f) Whether the materials on receipt are entered into Stock Register from the firm?
- (g) Whether Gate passes or Stores Receipt Books are being maintained?
- (h) Whether all receipts are being entered in Store Receipt Book and countersigned by the Officer-in-charge?
- (i) Whether all the entries from the SRB to the concerned Stock Books are being attested?
- (j) Whether average rates are calculated?

3. Issue of Stores Materials

- (a) Whether proper requisition or indent is obtained for all issues?
- (b) Whether the indent or requisition is in- the prescribed form?
- (c) Whether all indents are being countersigned by the Officers concerned?
- (d) Whether entries of issues are recorded as per indents or requisitions in the Stores Ledger?
- (e) Whether the quantity issued column has been filled up clearly by the Store Keepers?

4. Replenishment of Stores Materials

- (a) Whether any danger level has been earmarked for all the items for replenishment?
- (b) Whether proper procurement proposals are obtained from the consumers yearly/half yearly /quarterly?

5. Custody of Stores

- (a) Whether proper security is collected from the Store Keepers?
- (b) Whether security or fidelity guarantee bonds are obtained?
- (c) Whether these are being renewed up to date?
- (d) Whether proper facilities are there to store the materials and preserve them from heat, sun light, moisture, ants, etc.?
- (e) Whether flammable stores such as oils, varnish, kerosene, petrol are kept separately?
- (f) Whether proper preservation methods are followed for rubber goods, steel materials, etc.?
- (g) Whether proper spacious godown facilities yards provided for the stores with locking arrangements?
- (h) Whether proper watch and ward provided for the stores and yards?
- (i) Whether proper racks,, shelves, almirahs, bins provided for storing the materials? .
- (j) Whether proper equipment for weighing, measuring and transporting materials has been provided?

6. Physical Verification

- (a) Whether physical verification of stores has been conducted .as per GFR 116?
- (b) Whether any permanent staff has been appointed for this purpose?
- (c) Whether stores have been sub-divided according to the value and transactions?
- (d) Whether any items found unused more than a year during inspections?

7. Disposal of Surplus and Unserviceable

- (a) Whether any unserviceable or surplus items are there in stores?
- (b) Whether any account is being maintained for breakages, unserviceable, empty containers, etc.?
- (c) Whether separate account has been maintained for papers and periodicals?
- (d) Whether action has been taken to dispose of the above to broken, unserviceable or surplus during the year?

8. Fire Fighting Equipment

- (a) Whether fire extinguishers have been installed in adequate numbers?
- (b) Whether fire extinguishers have been certified by the Fire Service Officer that they are in working condition or not?
- (c) When the last certificate has been obtained?
- (d) Whether refuel for fire extinguisher is arranged well in time?

9. Ceiling limit for the Purchase of Stores

- (a) Whether any ceiling limit has been prescribed?
- (b) Whether the limit, is reviewed every month or from time to time?
- (c) If it exceeds the limit, whether ratifactory order from Government has been obtained?
- (d) Whether they are made just to adjust the stock within the ceiling limit and then brought to stock as and when the ceiling has been brought down?
- (e) When the materials have been drawn, from the stores, whether storage charges are being levied properly?
- (f) Whether the rate of storage charges has been prescribed by the Government?
- (g) Whether departmental charges are being levied uniformly in all cases?

10. Old and Retrieved Materials

- (a) Whether a register for old and retrieved materials is being maintained?
- (b) Whether each category is being kept separately?
- (c) Whether proper acknowledgement is given to the person who handover retrieved materials to the stores?
- (d) Whether weights and size are being correctly noted?
- (e) Whether they are disposed regularly?
- (f) Whether sanction of the Government is being obtained?
- (g) Whether they are being disposed either by lot or by weight?
- (h) If they are disposed by lot, what is the reason?
- (i) When the auction is being conducted? Whether the rate quoted is in kilos or in lots or the entire lot is disposed of by weight or by measurement?
- (j) Whether EMD is collected before the auction is conducted?
- (k) Whether the EMD collected is refunded within the prescribed time?

11. Purchase Committee

- (a) Whether a purchase committee has been authorized to scrutinize the tender obtained for the purchase of articles?
- (b) Whether the committee meets as often as possible as prescribed in the rules?
- (c) Whether the committee has been empowered to approve rate of tenders other than the lowest?
- (d) If not whether the orders of the Government are obtained in all such cases?
- (e) Whether the purchase is effected under limited tenders or' open tenders wherever the cost exceeds Rs.20,000?
- (f) If the Committee resorts for the purchase of articles exceeding Rs.20,000 under limited tenders, ascertain the reasons thereof?
- (g) If the purchase effected is under other than the open tender, whether necessary approval of the Government has been obtained?
- (h) If the purchase of article exceeding Rs.20,000, is effected by limited tenders quoting the reasons as emergent, please check up the reason for the emergent, purchase?

12. Surprise Inspection of Stores

- (a) Whether any surprise inspection has been conducted?
- (b) Name of the Officer and Designation:
- (c) Whether any discrepancies are found?
- (d) Whether they have been regularized?

Place:

Signature:

Date:

Designation:

PART – II INSPECTION OFFICER’S REPORT

The Stores Inspection Wing has to consider the following aspects while conducting the stores verification:

1. Whether the Stores Ledgers and other records are maintained as prescribed by rules?
2. Whether separate registers are maintained for dead stock for consumables and for miscellaneous items?
3. Whether the purchases are effected by following the usual procedures as prescribed any GFR and other rules and whether the latest orders are being followed?
4. Whether any Purchase Committee is appointed and whether the approval of the committee is obtained?
5. Whether yearly for the purchase of articles? Tenders are expected so that articles are received uniformly from time to time throughout the year.
6. Whether entries in the ledgers are made then and there on the date of receipt of articles?
7. After verifying, whether the quantity and the quality are according to the orders placed with the firm?
8. Whether proper requisition forms/indent forms are introduced?
9. Whether entries are made upto date before articles are issued and posted in the ledger?
10. Whether articles are kept under lock and key without any damage?
11. Whether the articles kept are in excess of the requirement or whether the articles are purchased at random according to the whims and fancies of the clerical staff?
12. Whether the purchase and stocking of stores as well as distribution are devised and properly carried out?
13. Whether periodical condemnation of obsolete articles and unserviceable articles are effected with prior sanction of the Government?
14. Whether any deficiency is notices during physical verification?
15. Whether firefighting equipment is made available in stores?
16. Whether bin card system has been introduced?
17. Whether any maximum ceiling has been prescribed and if so whether the department has exceeded the ceiling?
18. Whether any surprise verification is done by the higher authorities and if so whether their signatures have been affixed in the registers?

19. Whether any sale price has been fixed for the article in accordance with the instructions issued by the Government from time to time?
20. Whether any articles are kept idle or purchased in order to avoid surrender of funds?
21. Whether any articles which have been covered under rate contract have been purchased locally?
22. Whether the liability register is maintained to have a watch on the timely payment to the supplier/firm?
23. Whether the system followed requires any modification or any drastic change so as to improve the system of maintenance of stores?

APPENDIX – 40

(Vide para 18.6)

Certificate on compliance of Inspection paras

Particulars of action taken on the recommendations made and deficiencies pointed out in the Inspection Report in respect of _____ Office/Department
as on _____

Sl. No.	Recommendation made or deficiency pointed	Action taken and date of rectification	Remarks
(1)	(2)	(3)	(4)

For example

Personal Register not opened

Personal Register opened
on _____

Nil

APPENDIX – 41

[Vide para 19.2 (5) (b)]

Register for keeping a watch on the disposal of Assembly questions

Legislative Assembly Question

Sl. No.	Question No. whether starred or unstarred / brief subject	Date of receipt	Date on which reply is due on the floor of Assembly	Date of submission to Officer / Secretary / Minister	No. and date of final reply to Assembly / remarks if any
(1)	(2)	(3)	(4)	(5)	(6)

APPENDIX – 42

[Vide para 19.7 (3)]

Register for keeping a watch on the action taken on answers given by Ministers

Sl. No.	No. and date	Subject	Promise made	Action taken by the Department	Remarks
(1)	(2)	(3)	(4)	(5)	(6)

APPENDIX – 43

[*Vide* para 20.12]

Register of books, returns, etc., received in the library

[illegible]

**Instructions regarding the procedure to be followed to deal with petitions/
grievances not falling within the category of complaints**

I. Registration of Petitions

1. Petitions are received at different points in the administration *viz.*,

1. The Lieutenant-Governor.
2. The Members of the Government (Ministers)
3. The Departments (Secretaries to Government)
4. The Attached Offices.
5. Subordinate Offices.
6. Subordinate Institutions.
7. Government Undertakings/Agencies.
8. Statutory Bodies.

2. All Offices from (1) to (5) are required to maintain a *Register of Petitions* as shown in Annexure I to this Appendix. All subordinate institutions with independent 'Heads of Offices', Government Undertakings and Statutory Bodies should also maintain a Register of petitions and make an entry about the mode of disposal in the same register.

3. All petitions, including those which are returned to the applicant, must be entered in the Petitions Register.

4. Where rules, forms etc., are to be made available free of charge, a copy may be supplied forthwith with the entry 'Copy is sent herewith' being endorsed on the letter itself, which will be returned to, the applicant. Where such material can be made available only on payment, the application should be returned to the applicant with an endorsement to that effect on the same application. Where such rules, forms, etc., are available in some other office, the petition may be returned with the following typed or cyclostyled slip on it.

"Returned to the sender; copies may please be,
obtained from....."

5. Any application for pecuniary assistance or for a concession to which the applicant has no reasonable claim be returned with the following typed or cyclostyled remark pasted on it;

"Returned with the remark that the concession or relief asked for is not
admissible".

OR

"Returned with the remark that the concession/relief asked, cannot be
acceded to you for the following reasons".

6. Petitions which are to be returned for submission through the proper channel should also be entered in the Register. However, such petitions shall put up for signature of the Officer in the usual letter in fair. There will be no office copy or the draft, no note and no recording on these petitions.

7. Similarly when a petition is to be sent from the Minister/Lt. Governor to the Department or from the Department to the Attached Office for disposal, it will be merely entered in the Register of Petitions and the Dealing Clerk/Assistant concerned shall act as outlined in paragraph 6 above.

II. Mode of Dealing with Petitions

8. All petitions received from the public should be dealt with as expeditiously as possible, and in a spirit of helpfulness. In cases where it is not possible, for adequate reasons to accede to a request contained in a petition or to remove or rectify an alleged grievance, the petitioner may be informed giving reasons politely and preferably in the same language. Petitions received from MPs and MLAs shall be dealt with as provided for in para 7 of the Office Memorandum No. 25/19/64-Ests (A) dated 8th November 1974 (*vide* Annexure II to this Appendix)

9. Similarly, all petitions received from organized groups of citizens be it firms, organizations, associations, societies etc., must be sent a reply as a matter of rule.

10. Wherever a reply disposing off such petitions cannot be sent immediately (that is within seven days) then an interim acknowledgment of its receipt should be sent saying that the matter is under consideration.

11. Petitions from the public, organizations or associations, prominent public workers etc., should be treated as important communications and dealt with suitably on merits. Instructions regarding use of regional language in correspondence with the public *vide* circular No. 11071/P&AR-85 dt. 22—2—1985 as amplified from time to time may be followed (Annexure III to this Appendix).

12. In cases in which previous petitions have been disposed of and no further notice is to be taken of further petitions, the petitioner shall be informed of the facts thus:

“ is informed that his case having been finally disposed of, further petition on the subject will not be entertained ”

13. Petitions which are frivolous or scurrilous in nature or contain insulting language or deal with petty or unimportant matters or are merely *copies* of letters or petitions addressed to heads of Attached office, Departments/Secretaries to Government, Ministers or the Lt. Governor as the case may be, should ordinarily be *disregarded*. (Action need be taken only on the original petition by the recipient to whom the petition is addressed whenever necessary).

14. If a petition relates to a matter which can be decided only by a law court, the petitioner should be informed accordingly.

15. If a petitioner asks for the reversal of a decision given by a law court or refers to a matter which is *sub-judice*, the petitioner should be *told* that the Government cannot interfere in the matter and that it is open to him to appeal to a higher court.

16. Petitions which do not fall under any of the categories mentioned above, should be returned to the petitioner with the advice that they may be presented to such officers to be specified by designation and correct office address.

III. Petition Received by the Lieutenant-Governor/Ministers

17. Petitions received by the Lt. Governor/Ministers may be forwarded to the respective-authorities for disposal or for appropriate action after they have been acknowledged and the petitioners informed to which authority they have been forwarded for disposal and advised to address any further communication on that subject to that authority.

18. Whenever the Lt. Governor or the Ministers desire to know in the case of a particular petition as to how the petitions have been finally disposed of they may require the authorities concerned to send a report on such disposal. Copies of replies sent to such petitions should, in turn, be marked by these authorities to the P.A. to Ministers/Secretary to Lt. Governor whenever called for, for recording the fact of disposal in the Register of Petitions.

IV. Disposal of Petitions received in the Department (Sectt.)

19. All petitions received in the Departments shall be entered in the Register of petitions and those that cannot be disposed of in the. Secretariat should be forwarded to the respective authorities concerned for disposal or for appropriate action, after they have been acknowledged and the petitioner informed to which authority they have been forwarded for disposal and advised to address any further communication on that subject to that authority.

20. Such of those petitions which are important and serious enough to require a report to the Lt. Governor/Ministers or specific action on the part of the Department (Sectt.) should be dealt with in the Secretariat Department concerned. Where a report on such petition is called for from the Attached Office, the Department concerned should be forwarded the petition or a copy of it to the relevant Attached Office or Subordinate Office for a report. On receipt of the report, the petitions may be finally disposed of.

V. Petitions addressed to the President of India/Prime Minister of India or any of the Ministries/Departments of the Government of India.

21. Ordinarily no action need be taken at any level in this Administration whenever only copies of such petitions are marked to the Lt. Governor/Ministers/Secretaries etc., till such time the original petitions are referred back to this administration

22. Whenever such petitions are forwarded to this Administration for appropriate action, they shall always be dealt with only by the Departments (Sectt.) concerned.

23. In every case of an appeal to the President, the applicant may be required to furnish a complete set of the formal proceedings, if any, and other orders recorded in his case by the various subordinate authorities.

24. Where representations/memorials by Government servants and petitions are forwarded to the Central Government in original a copy should be made and retained for record. In cases of doubt, the orders of the Under Secretaries/Deputy Secretaries/Secretaries concerned should be obtained.

ANNEXURE – I TO APPENDIX 48

Register of Petitions

Sl. No.	Date of Receipt	Name and address of petitioner	Subject matter of the petition	To whom dispatched	Date of dispatch of petitions	Remarks regarding final disposal
(1)	(2)	(3)	(4)	(5)	(6)	(7)

ANNEXURE II TO APPENDIX 48

No. 25/19/64—Ests. (A)

Government of India/Bharat Sarkar, Cabinet Secretariat/Mantrimandal
Sachivalaya Department of Personnel & Administrative Reforms
(Karnik Aur Prashasnik Sudhar Vibhag)

New Delhi, the 8th November 1974.

OFFICE MEMORANDUM

Sub: Official dealing between the Administration and Members of Parliament and State Legislatures Observance of proper procedure Instructions—Regarding.

The undersigned is directed to state that Members of Parliament and State Legislature occupy in our democratic set-up a very important place at accredited representatives of the people. They have important functions to perform under the constitution and they may occasionally find it necessary to seek information from the Ministries/Departments of the Government of India or the State Governments, or make suggestions for their consideration or ask for interviews with other officers in connection with their parliamentary and allied public duties. In this connection certain well recognized principles and conventions to govern the relations between Members of Parliament and of the State Legislatures and Government servants have already been established. These principles and conventions were communicated in Ministry of Home Affairs (now Department of Personnel and Administrative Reforms). Office Memorandum No. 25/29/56-Ests (A) dated the 28th August, 1975 and Office Memorandum No. 25/6/68-Ests (A) dated the 27th March 1968 (copies enclosed as Annexures A and B respectively). However, on a review of the position it has been considered necessary to reiterate and to spell out in some detail, the principles and practices that should govern the relations between Members of Parliament and of State Legislatures and Government servants. The instructions in this regard are contained in the subsequent paragraphs. The Ministry of Finance etc., are requested to bring the contents of this Office Memorandum to the notice of all concerned for guidance and strict compliance.

2. The two basic principles to be borne in mind are (i) that Government servants should show courtesy and consideration to Members of Parliament and State Legislatures and (ii) that while they should consider carefully or listen patiently to what the Members of Parliament and of State Legislatures may have to say, they should always act according to their own best judgment.

3. It should be the endeavour of every officer to help the Members of Parliament and of State Legislatures to the extent possible in the discharge of their important functions under the constitution. In cases, however, where an officer is unable to 'accede to the request or suggestions of a Member, the reasons for his inability to do so should be courteously explained to the Member. .

4. It is realized that many officers have very heavy public duties' and responsibilities and if they are to function effectively they should be permitted to plan out their days work with some care and adhere to the plan. An officer should feel free to set apart some hour when he can refuse to meet visitors without being considered guilty of discourtesy, lack of consideration and the like. He should however, set apart some time every day when anybody can see him and within these hours and also during other office

hours in which he is to meet visitors, he must give priority to Members of Parliament and of State Legislatures except when a visitor has come by previous appointment and a Member of Parliament or of a State Legislature has come without an appointment. In such a case he should see the Members of Parliament or of a State Legislature immediately after he has met the visitor who had come by previous appointment.

5. When a Member of Parliament or of a State Legislature comes to see him, an officer should rise in his seat to receive the Member and to see him off. Small gestures have symbolic value and officers should therefore, be meticulously correct and courteous in their dealings with Members of Parliament and of State Legislatures.

6. Similarly, seating arrangements at Public functions should receive very careful attention at all times and it should be ensured that there is no room for any misunderstanding on this score. The position of Members of Parliament has been clearly brought out in the warrant of Precedence approved by the President. Members of Parliament appear at Article 30 above officers of the rank of full General or equivalent to Secretaries to the Government of India etc. The instructions appended to the Warrant of precedence also lay down that when Members of Parliament are invited *en bloc* to major state functions, the enclosure reserved for them should be next to the Governors, Chief Justice, Speaker of the Lok Sabha, Ambassadors etc. A further provision in the instructions is that the Members of State Legislatures who, owing to their presence in Delhi, happen to be invited to state functions should be assigned rank just after Members of Parliament to avoid inconvenience to Members of Parliament and of State Legislatures who may come late, the block seats meant for them should be kept reserved till the end of the functions and should not be occupied by other persons, even though they may be vacant. The seats provided for them should be at least as comfortable and as prominently placed as those for officials.

7. Letters received from Members of Parliament and of State Legislatures should be acknowledged promptly. All such letters should receive careful consideration and should be responded to at an appropriate level and expeditiously. The Officers should furnish to Members of Parliament and of State Legislatures when asked for, such information or statistics relating to matters of local importance as are readily available and are not confidential. In doubtful cases, instructions should be taken from a higher authority before refusing the requests.

8. While the official dealings of Government servants with Members of Parliament and of State Legislatures have to be regulated as stated in the previous paragraphs, it is necessary to invite the attention of Government servants to what is expected of them in their individual capacity in respect of their own grievances in the matter of conditions of service. Under the relevant conduct rules governing them, Government servants are prohibited from bringing or attempting to bring any political or other influence to bear upon any superior authority to further their interests in respect of matters pertaining to their service under the Government. Therefore, a Government servant is not expected to approach a Member of Parliament or of a State Legislature for sponsoring his individual case.

Sd./-

(P. S. Venkateswaran)

Under Secretary to the Government of India.

ANNEXURE—A

Copy of the Ministry of Home Affairs (now Department of Personnel and Administrative Reforms) Office Memorandum No. 25/29/56-Ests. (A) dated 28th August, 1975.

Subject: Observance of courtesies by officers of the Government of India in their dealings with Members of Parliament.

It has been brought to the notice of the Government by certain Members of Parliament that instances have occurred in which Members of Legislatures have not been accorded by Government officers the consideration and regard which their position in the public life of the country requires. Government of India has no doubt that lapse, if any, in this respect cannot be intentional and that there is no desire to be discourteous or rude. Nevertheless, Government of India would like to remind all officers that due courtesy and regard to the representatives of the people are desirable in the larger interests of the country. The Members of Parliament have important functions to perform under the constitution and it should be the endeavour of every officer to help them to the extent possible in the discharge of their functions. In cases, however, when officers are unable to accede to the request or suggestions of Members of Parliament, the reasons for the officer's inability to do so should be courteously explained to them. For purposes of interview, Members of Parliament should be given preference over other visitors, and in very rare cases where an officer is unable to see a Member of Parliament at a time about which he had no previous notice, the position should be politely explained to the Members and another appointment fixed in consultation with him. The same courtesy and regard should be shown to Members of Legislatures attending public functions where, in particular, seats befitting their position should be reserved for them.

2. Ministry of Finance etc. are requested to bring the instructions to the notice of all concerned.

ANNEXURE—B

Copy of the Ministry of Home Affairs (now Department of Personnel and Administrative Reforms Wing) Office Memorandum No. 25/6/68-Ests. (A) dated the 27th March, 1968.

Subject: Official dealings between the Administration and Members of Parliament—Observance of proper procedure—
Instructions— regarding.

As the Ministry of Finance etc. are aware, instructions were issued on 28th August, 1957 (vide copy enclosed) emphasizing the need for observance of proper courtesies by officers of the Government in their dealings with Members of Parliament. In continuation of these instructions, it is further emphasized that where any meeting convened by Government is to be attended by Members of Parliament, special care should be taken to see that notice is given to them in good time regarding the date, time, venue etc. of the meeting and it should be ensured that there is no slip in any matter of detail, however minor it may be.

2. Ministry of Finance etc. are requested to bring the above instructions to the notice of all concerned.

ANNEXURE – III TO APPENDIX 48

No. 11071/P&AR—85

GOVERNMENT OF PONDICHERRY

CHIEF SECRETARIAT

(Personnel & Administrative Reforms Wing.)

Puducherry

Dated: 22-2-1985

C I R C U L A R

Sub: Official Language in correspondence with Members
of the Public—Reg.

Orders have been issued from time to time on the implementation of official languages by various departments of this Administration. A list of Government orders where such instructions have been issued, the departments which have to use regional languages as official languages and the dates from which these orders have been effect is enclosed.

His Excellency, the Lt. Governor has observed that the orders issued on official languages have not been implemented by many departments. Hence, the Lt. Governor has ordered that letters which are received in regional languages from the members of the public should be replied only in the same language. In spite of the fact that orders are already in vogue, the departmental Heads have not complied with them strictly. Hence, it is reiterated that letters which are received from members of the public in regional languages should invariably be replied in the same language, namely Tamil in respect of Pondicherry and Karaikal Malayalam and Telugu in respect of Mahe and Yanam respectively. Even in the matter of other correspondences, with the public, every effort should be made to correspond with them in the regional languages. All the departments should ensure strict compliance with this instruction and any deviation will be viewed seriously.

F. PAHNUNA,
Chief Secretary to Government.

To
All Secretaries to Government
All Heads of Departments/Offices
Administrator, Karaikal/Mahe/Yanam

Copy to;
The Private Secretary the Lt. Governor, Pondicherry

LIST OF DEPARTMENTS / OFFICES WHEREIN THE
INTRODUCTION OF TAMIL AS OFFICIAL LANGUAGE
WAS IMPLEMENTED SO FAR

Sl. No.	Reference to Notification G.O. No. & Date	Name of Departments/Offices	Date of implementation
(1)	(2)	(3)	(4)
1.	Notification No. 1.765/66 – Appts. dated 31-5-1966	1. Revenue Department Offices at Village level 2. Community Development Blocks Offices	1-7-1966
2.	G.O. Ms. No.69 dated 7-8-70 of Appointments Department	1. Co-operative Department 2. Agriculture Department 3. Civil Supplies Department 4. Animal Husbandry Dept. 5. Office of the Inspector of Municipal Council 6. Office of the Special Officer for Religious Institution	16-8-1970
3.	G. O. Ms. No. 37 dated 20-9-1971 of Appointments Department	1. Revenue Department 2. Transport Department 3. Labour Department 4. Public Works Department 5. Education Department 6. Electricity Department 7. Industries Department 8. Fisheries Department 9. Survey & Land Records Department 10. Employment Exchange	1-10-1971
4.	G. O. Ms. No.25 dt. 12-4-72 of Appointments Department	1. Secretariat Departments including Assembly and Minister Secretariat 2. Office of the Administrator, Karaikal, Mahe and Yanam 3. Information and Publicity Department 4. Government Distillery 5. Department of Tourism 6. Vigilance & Anti-corruption 7. Registration Department 8. Health and Family Planning Department	13-4-1972

		9. Government Press 10. Harijan & Social Welfare Department 11. Judicial Department 12. Port Office 13. Soldiers, Sailors and Airmen's Board 14. Statistical Department 15. Elections Department 16. Pay & Accounts Office 17. Commercial Taxes Department 18. Fire Service 19. Town & Country Planning 20. Police Department 21. Jail Department	
5.	G. O. Ms. No.40 dated 16/5/77 of the General Administration Department	1. Local Administration Department 2. Co-operative Department	1-6-1977
6.	G. O. Ms. No.18 dated 30-3-83 of General Administration Department	1. Revenue Department 2. Education Department 3. Department for Social Welfare 4. Department for Scheduled Castes Welfare	1-4-1983
7.	G. O. Ms. No. 25 dated 30-4-84 of General Administration Department	1. Animal Husbandry Department 2. Transport Department 3. Commercial Taxes Department	1-5-1984

APPENDIX – 49

Register of Probationers [*vide* para 24.19]

1. Service, Class or Category :
2. Name of Probationer :
3. Date of appointment to the service,
class or category :
4. Period of probation prescribed :
5. Date of completion of probation
if further service is continuous :
6. Tests, if any, to be passed during
probation :
7. Whether the probationer has passed
them before the date of completion
of probation if not, whether he has
applied for the test before the expiry
of the period of probation :
8. Date of publication of results of the
tests and whether he has passed them :
9. Date of submission of probationer's
case for orders of the appointing
authority as to the probationer's
suitability for full membership :
10. Orders passed :
11. Remarks :