

**OFFICE PROCEDURE
FOR
DISTRICT AND
SUBORDINATE OFFICES
1983**

DEPARTMENT OF ADMINISTRATIVE REFORMS
GOVERNMENT OF ASSAM: DISPUR

FOREWORD

A lot of experiments as well as long experiences in the field of office procedure have brought into being this Manual on office procedure in order to meet a long-felt requirement for proper office administration at the district level.

Primarily based on the Central Secretariat Manual of Office procedure, Assam Record Hand Book, 1925 and Manual of Executive Rules and Orders in Force in Assam, this volume aims at making the procedures as simple as possible so that it could be easily implemented.

Due care has been given in its compilation. Nevertheless, there may be some contradictions here and there which would be removed only after the practical application of the manual.

I hope the manual will be useful to our colleagues concerned with district administration at various levels.

Dispur :

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16th April 1983

Commissioner & Secretary,

Administrative Reforms Department, Dispur.

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CHAPTER I

INTRODUCTION

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 note unnecessarily lengthy.
- (3) **'Branch 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 receipt’** means a unit consisting of the central registry.
- (6) **‘Central registry’** means a unit charged with the responsibility of receiving, registering and distributing dak meant for the office, and includes functionaries.
- (7) **‘Classified dak’** means dak bearing a security grading.
- (8) **‘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.
- (9) **‘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.
- (10) **‘C. R. No.’** means the serial number assigned by the central registry to dak in the dak register preceded by the code letter identifying the register.
- (11) **‘Current file’** means a file, action on which has not been completed.
- (12) **‘Dak’** includes every type of written communication such as letter, telegram, savingram, inter departmental note, file, which is received, whether by, post or other wise, in any section for its consideration.
- (13) **‘Dealing hand’** means any functionary such as a lower division assistant, an upper division assistant,

entrusted with initial examination and noting upon cases.

- (14) **'Diarist'** means an assistant within a section charged with the responsibility *inter alia* of maintaining the section diary.
- (15) **'Diarising'** means registering of receipts in the section diary.
- (16) **'Diary number'** means the serial number assigned to a receipt in the section diary.
- (17) **'Docketting'** 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.
- (18) **'File'** means a collection of papers on a specific subject matter and assigned a file number and consisting of one or more of the following parts :-
 - (a) Correspondence
 - (b) Notes
 - (c) Appendix to correspondence
 - (d) Appendix notes
- (19) **'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.

- (20) **'Fresh receipt (FR)'** means any subsequent receipt on a cash which brings in additional information to aid the disposal of the paper under consideration.
- (21) **'Indexing'** in relation to a file means indicating its title under appropriate catchwords arranged in their alphabetical order with a view to facilitating its location in the event of need.
- (22) **'Index slip'** means a card or a paper slip displaying the title of a file under a catchword, followed by a reference to its file number.
- (23) **'Issue'** means a communication issued in a case.
- (24) **'Issue of draft'** includes all stages of action after the approval of a draft ending with dispatch of the signed communication to the addressees, 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.
- (25) **'Messenger Book' or 'Peon 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.

- (26) **'Note'** 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, suggestion regarding the course of action and final orders passed thereon.
- (27) **'Notes portion'** in relation to a file means the portion containing notes or minutes recorded on a case.
- (28) **'Ordinary postal dak'** means postal dak for which no specific acknowledgement is obtained by the Posts and Telegraph offices.
- (29) **'Paper under consideration (PUC)'** means a receipt on a case, the consideration of which is the subject matter of the case.
- (30) **'Postal communication'** means a communication dispatched by post and includes telegram.
- (31) **'Postal Dak'** means all dak received through Posts and Telegraphs offices.
- (32) **'Receipt'** means dak after it has been received by the concerned section/officer. The term 'Receipt' does not include petitions affixing court fee stamps.
- (33) **'Record assistant'** means an assistant in a section responsible *inter alia* for typing and maintaining index slip and for looking after routine aspects of recording work.

- (34) **'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.
- (35) **'Reference folder'** in relation to a particular subject means a folder containing copies of relevant rules, orders, instructions, etc. arranged in chronological order.
- (36) **'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 officers.
- (37) **'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 developments as and when they take place.
- (38) **'Section'** means the basic work unit responsible for attending to items of work allotted to it.
- (39) **'Sectional index'** means a consolidated index of files opened during a year (except those of classified nature, arranged in a single series in the alphabetical order of the catchwords under which they have been indexed).

- (40) **‘Sectional instructions’** means instructions issued by a section to supplement or vary the provisions of the Manual of Office Procedure.
- (41) **‘Sectional note’** means a note recorded on only one of the many issues raised in the PUC.
- (42) **‘Security grading’** means security marking **‘Confidential’, ‘Secret’, or ‘Top Secret’**
- (43) **‘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.
- (44) **‘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 material for review of the existing policy or procedure;

(b) a brief for preparing replies to Assembly and Parliament questions or notes for supplementaries thereto; and

(c) induction or training material.

(45) **'Standard process sheet'** means a standard skeleton note developed for a repetitive item or work, indicating predetermined points of check or aspects to be noted upon.

(46) **'Supervisory Assistant'** means an assistant supervising a section and includes functionaries like assistant-in-charge.

(47) **'Urgent dak'** means dak marked **'immediate'** or **'priority'**, and includes telegrams, savingrams, wireless messages etc.

CHAPTER II

ORGANISATION

- 2.** (1) The various functions/matters being looked after by the Deputy Commissioner are manifold. Various branches under the office of the Deputy Commissioner have been accordingly reorganized (Appendix-1) so that the allied matters are grouped together.
- 2.** (2). The offices of the Sub-divisional Officers are within the amalgamated establishment of the Deputy Commissioner. The various procedures as prescribed in this manual will be strictly followed in the offices of the Sub-Divisional Officers also.
- 2.** (3). The district and subordinate level offices under the different departments of the Government of Assam will follow broadly the procedure laid down in this manual in Chapters III to IX and Chapters XI and XII.

CHAPTER III

DAK-RECEIPT, REGISTRATION AND DISTRIBUTION

3. Receipt of Dak :-

- (1) During office hours, the entire dak will be received in the central registry. Where, however, immediate/important dak addressed by name is sent through special messengers directly to the address themselves, it will be received by them or their personal staff.
- (2) Outside office hours, dak will be received:
 - (a) by the addresses themselves at their residences, if marked '**immediate**' and addressed by name; and
 - (b) in other cases by officer on duty in the control room if it is functioning.
- (3) Deputy Commissioner and Sub-Divisional Officers when at headquarters would themselves open the covers of all letters addressed to them; when they are absent from headquarters, the covers should be

opened by the officer who is placed under their orders in charge of the current duties. In all cases letters addressed to the Deputy Commissioners and Sub-divisional Officers by name will be opened by the addressee.

4. Acknowledgement of dak: -

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

5. Registration of dak: -

- (1) All covers, except those addressed to officers by name or those bearing a security grading, will be opened by the central registry.
- (2) On opening dak, the central registry will check enclosures and make a note of any enclosure found missing.
- (3) Urgent dak will be separated from other dak and dealt with first.
- (4) All opened dak, as well as the covers of unopened classified dak, will be date-stamped. *vide* specimen below :-

Office of the Deputy Commissioner... ..

Received on... ..

C.R. No.... ..

Sec. Dy. No.... ..

(5) The entire dak will then be sorted out section-wise (and officer-wise, if addressed by name). To facilitate this, the central registry will maintain an alphabetical index of the subjects dealt with in each section.

(6) The following categories of dak will be registered by the central registry in the dak register (Appendix-2):

(a) telegrams, savingrams, wireless messages and telex messages,

(b) registered postal dak,

(c) court summons and receipts acknowledging valuable documents, e.g. book, agreements etc.

(d) Assembly questions resolutions, cut motions and references seeking information relating to them.

- (e) unopened inner covers containing classified dak,
 - (f) letters from Members of Assembly, and
 - (g) any other category covered by office 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 be operated upon by two or more assistants. Where more than one dak register is maintained, each register will be identified with an alphabetical code letter 'A', 'B', 'C', and so on.

In case of two or more dak registers, there should be a grouping of correspondents register-wise so that the receipts are not registered at random in any volume of the register.

- (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.

6. Distribution of dak:-

- (1) The central registry will prepare an invoice (Appendix-3) 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 filled section-wise and date-wise.

- (2) Alternatively, dak may be distributed and acknowledgement obtained in messenger books or dak register maintained section-wise.
- (3) The above procedure will also apply to the dak meant for officers, which will be acknowledged by their personal staff or by the officers themselves.
- (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 that, as far as possible, sorting registration and invoicing of dak is completed on the day of its receipt.
- (5) Urgent dak received outside office hours in the control room will be dealt with in accordance with instructions issued from time to time.

CHAPTER -IV

RECEIPTS-SUBMISSION AND DIARISATION

7. Perusal and marking of receipts: -

The diarist will submit all receipts to the branch officer who will: -

- (1) go through the receipts ;
- (2) mark mis-sent receipts to the sections concerned;
- (3) separate those which, either under the office 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 hand 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 branch/section.

8. Diarising of receipts: -

- (1) The diarist will diarise in the section diary (Appendix-4) all the receipts except the following before they are submitted to the officers concerned or distributed among the dealing hands after entering the Diary number of the receipts in column (2) of the Assistant's Diary (Appendix-5)
 - (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 instruction 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 claims for coolie hire or conveyance hire, chits asking for articles of furniture, stationery etc;
 - (f) routine acknowledgements;
 - (g) casual leave applications;
 - (h) copies of miscellaneous circulars, office memoranda, extracts, etc. circulated by any section for general information's, e.g. orders of general application, telephone list, notices of holidays, tour programmes, etc; and
 - (i) any other types of receipts which under office instructions are not required to be diarised.
- (2) Inter branch notes, telegrams or any other category of receipts sought to be distinguished from the rest, may be entered in the section diary and underlined in red ink.
- (3) Papers referred to another branch/section will be diarised each time they are received back. For those referred under diary numbers, however, previous and letter 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 5(4).
- (6) The branch officer will scrutinise the section diary once a week to see that it is being properly maintained and append his dated initials in token of the scrutiny.

9. Movement of receipts: -

- (1) Receipts submitted to officers will move in pads conspicuously labelled as **“Receipts Pad”**. Their movement and perusal will receive prompt attention.
- (2) The branch officer will keep a careful watch on any hold-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.

10. 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) where necessary, give direction regarding line of action to be taken on other receipts.

11. Allocation of disputed receipts:-

If a section feels that it is not concerned with a mis-sent receipt forwarded to it vide para 7(2) the same should be brought to the notice of the officer designated by the Deputy Commissioner/Sub-divisional officer for deciding allocation of disputed receipts.

CHAPTER—V

ACTION ON RECEIPT

2. Action by dealing hand:

The dealing hand will –

- (1) Check the receipts with the entries in the Assistant's Diary and satisfy him at all the receipts entered in column (2) of the Diary have been received and also fill up column (3) of the Assistant's Diary.
- (2) go through the receipts and separate urgent receipts from the rest;
- (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 para 49 and indicate file No. in column 4 of the assistant's diary, after

putting up the receipt in the file to the concerned officers;

- (7) file papers in accordance with para 24;
- (8) assign the receipt a serial number and page number in terms of paras 26(1) and 26 (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 58 and appendix 10) indexes, precedent book (para 56 and appendix 12) standing guard files (para 19), reference folders (para 19) 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 para 14, 17 and 18,
- (12) arrange reference papers in the case properly (vide paras 25-27);
- (13) where necessary attach a label indicating the urgency grading appropriate to the case (vide para 28);

- (14) put up the case to the appropriate higher officer ;
- (15) indicate the file in which the receipt is submitted in column 4 and the date of submission in column 5 of the assistants diary.

13. Action by Supervisory Assistant –

The supervisory assistant will—

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

14. 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 section, 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.

15. Action by higher officers: -

The branch officers will take final action on different classes of cases in accordance with such instructions as may be issued by the Deputy Commissioner from time to time.

16. Running summary of facts: -

- (1) 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. It should be kept up-to date, whenever further developments take place.
- (2) It will be the duty of the Supervisory Assistant and the Branch Officer to see that—
 - i. a summary is prepared at the earliest appropriate stage in each suitable case : and
 - ii. the summary is undated by making suitable additions as further factual development occur.
 - iii. Opinions of individual officers should not be incorporated in the summary. However, when a case is referred to another department/office for advice or concurrence, the advice or views of the department/office consulted should be treated as constituting a material part of the facts of the case and added to the summary.

17. 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, 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 serve that

purpose a self-contained summary will be put up with every case submitted to the Deputy Commissioner. Such a summary will bring out briefly but clearly relevant facts, and the point or points on which the orders of the Deputy Commissioner 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 raised several major points, each requiring detailed examination and orders. Each point will be noted upon separately in sectional notes.
- (8) Notes and orders will normally be recorded on note sheets.
- (9) The dealing hand will append his legible signature with date on the left below his note. The branch officer and higher officers will append their signatures on the right hand side of the notes. In case of delay of more than 7 days in submission of a case the signature and date below that should be in red ink.

18. Noting on files received from other sections: -

- (1) If the reference seeks the opinion, ruling or concurrence of the receiving section and requires detailed examination, such examination will normally be done separately through require notes and only 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 communication to the section 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 section before the file is returned to the originating section.
- (2) 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 section may note on the file straightway.
- (3) Where a note on a file is recorded by an officer after obtaining the orders of higher officer, the fact that the views expressed therein have the approval of the latter should be specifically mentioned.

19. Aids to processing: -

To facilitate processing of cases each section will develop and maintain the following records for important subjects dealt with by it ;

- (1) standing guard files;
- (2) standing notes ;
- (3) precedent book (vide para 56)
- (4) standard process sheets (for repetitive items of work only) ; and
- (5) reference folders containing copies of circulars etc.

20. Oral discussions: -

- (1) All points emerging from discussion between two or more officers 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 is not clear or where some important departure from the prescribed policy is involved.

21. Channel of submission: -

Unless otherwise provided for in the instruction and subject to the provision of para 22. each case will travel upto the appropriate decision-making level through all the intermediate levels in the hierarchy.

22. Direct submission of cases by senior assistants: -

Every upper division assistant who has more than eight years service in the grade including at least six months in the concerned section shall be required to submit all his cases, direct to the Branch Officer. However in appropriate cases, upper division assistants with less than eight years service in the grade may also be permitted to submit cases direct to Branch Officer.

All the cases directly submitted by assistants to the Branch Officer should, as a rule, go back to the assistants through the Supervisory assistant. The Supervisory assistant will, however, be free to bring to the notice of the Branch Officer any omission or flows in the submission of cases or the decisions taken and thus give an opportunity to the Branch Officer to reconsider the matter.

23. Examination and processing of cases in which two or more authorities are consulted:-

Where two or more 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.

24. Filing of papers: -

- (1) papers required to be filed will be punched on the left hand top corner and tagged on to the appropriate part of the 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 on 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, acknowledgements) 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.

25. Arrangement of papers in a case: -

The papers in a case will be arranged in the following order from top downwards:

- (1) reference books ;
- (2) notes 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 the current file ending with the latest receipt or issue, as the case may be ;

- (6) appendix to notes and correspondence;
- (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.

26. 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 “F. R.”. In no circumstances, will a slip, other than “PUC” and “F. R” ,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 files will be flagged with alphabetical slip 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 compilations 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 C, 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, notification 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 slip 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.

27. 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 flag of the upper file tied underneath it in a bow out of the way so that each file is intact 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.

28. Use of urgency gradings: -

- (1) The following three kinds of urgency markings are authorised for use:
 - (a) Immediate (b) Urgent and (c) Fixed date.
- (2) Each of these urgency marking has a distinctive use as follows and should not be used indiscriminately:
 - (a) **“Immediate”** cases should be taken up immediately on receipt, if necessary, by stopping all other work and should be attended to on the day of receipt or at the latest, on the next day.
 - (b) **“Urgent”** cases should be attended to within 3 (three) days.

- (c) **“Fixed Date”** cases should be given precedence over other ordinary cases to which no urgency labels have been attached, keeping in view the date as fixed for the case.

- (d) Cases bearing no urgency marking should be attended to as early as possible but in any case not later than 7 (seven) days.