

PROTOCOL

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What is Protocol?

Protocol means the system of rules governing formal occasions or the accepted way to behave in a particular situation.

STATE GUEST

- ▶ Arrangements for all VVIPs'/VIPs' looked after by the protocol Branch of General Administration Department.

A. OFFICIAL VISIT

B. NON-OFFICIAL VISIT

- ▶ The dignitaries of the GOI and other State Governments and others normally treated as State Guests are given below :

(i) the following dignitaries are treated as State Guests during their official and Non-official visits to this State.

1. The President of India.
2. The Vice-President of India.
3. The Prime Minister of India.
4. The Chief Justice of India.
5. Governors of other states including Lieutenant Governor of Union Territories.
6. The Ex-Presidents of India.
7. The Ex-Vice Presidents of India.
8. The Ex-Prime Ministers of India.

9. The Judges of Supreme Court of India.
10. The Speaker and Deputy Speaker, Lok Sabha and Deputy Chairman, Rajya Sabha.
11. The Union Ministers, Ministers of State and Deputy Ministers of Union Cabinet.
12. The Deputy Chairman and Members of Planning Commission.
13. The Chief Ministers, Ministers, Ministers of State and Deputy Ministers of other States.
14. The Personal Staff accompanying the President of India, Vice-President of India and Prime Minister of India.
15. The Chief Justice of High Court of other States.
16. The Speakers of Legislative Assemblies of other States.
17. The Chief Election Commissioner

ii) The following dignitaries are treated as State Guests during their official visits only:

1. The Judges of High Courts of other States.
2. The Chairman and Deputy Chairman, Deputy Speakers of Legislatures of other States.
3. The Chiefs of Staff of Armed Forces.
4. The Area Commander not below the rank of Lieutenant General on first visit to the State Capital on assumption of charge.
5. The Chairman, Union Public Service Commission.
6. The Comptroller and Auditor General of India.
7. The Secretaries to Government of India Including those holding equivalent posts in Government.

8. The Chief Secretaries of other State Governments.
9. The Leader of opposition in Lok Sabha / Rajya Sabha.

10. The Chairmen of

- a. The National Commission for S.Cs/S.Ts.
- b. The National Commission for Backward Classes.
- c. The National Commission for Minorities.
- d. The National Commission for Women.
- e. The National Commission for Safai Karamcharis.
- f. The National Human Rights Commission.
- g. The National Commission for Weavers.
- h. Chairman, Press Council of India.
- i. Chairman, National Judicial Pay Commission.
- j. Chairman, Law Commission of India.

ACCOMMODATION & BOARDING

- State Guests are provided for free of charge, accommodation and boarding.
- They are normally accommodated in the State Guest House/Circuit House/Inspection Bangalows / Travellers Bungalow.
- In case sufficient accommodation is not available, arrangement may be made in equally standard star hotel.

- ▶ The five categories can be described (loosely) as follows:
- ▶ *(one star) – low budget hotel; inexpensive; may not have maid service or room service.
- ▶ **(two stars) – budget hotel; slightly more expensive; usually has maid service daily.
- ▶ *** (three stars) – middle class; moderately priced; has daily maid service, room service, and may have dry-cleaning, Internet access.
- ▶ **** (four stars) – first class hotel; mostly expensive (by middle-class standards) has all of the previously mentioned services; has many semi “luxury” services (for example: massages or a health spa).
- ▶ ***** (five stars) – luxury hotel; high price; numerous extras to enhance the quality of the client’s stay such as a private golf course or air strip.

► Menu:

Menu may be decided in consultation with personal staff of the visiting dignitaries. Vegetarian or Non-vegetarian Food ,South Indian or North Indian Food

► Transport:

Free Government Transport will be provided by giving Govt. Car or proper standard private vehicles drawn from transport agencies.

► Telephone Facilities:

Entire expenditure on casual telephones will be bear by the state government.

► Visit of President of India:

- a) Public Visit – First visit after assumption of office as President treated as the Public Visit.
- b) Official Visit – All visits will be treated as official visit.

President's visit to state capital is accorded ceremonial reception and send off.

The following dignitaries and officers shall present on both the occasions of arrival /departure.

- 1) Governor.
- 2) Chief Minister.
- 3) Chief Secretary.
- 4) Director General & Inspector General of Police.
- 5) Secretary to Government (Political) GAD
- 6) Commissioner of Police
- 7) Joint Secretary to Government (GAD) and Director of Protocol.
- 8) The Collector & District Magistrate, Hyd.
- 9) Senior most officers of Defence Services.
- 10) Commander, Andhra Sub Area.
- 11) Station Commandant, Indian Air Force Station, Begumpet.

- ▶ Non Officials:
 - 1) Ex-Governors.
 - 2) Ex-Chief Ministers.
 - 3) Honorary personal staff of the President at State Capital.
 - 4) The Members of the Press.

On Alighting the Governor receives the President and introduces to the Chief Minister, Minister in waiting, the Mayor and the other officers present.

- ▶ Visit of Vice-President of India:
Arrangements will be generally same as in the case of visit of President.

Visit of Prime Minister:

Arrangements will be generally same as in the case of visit of President except inviting Defence Services officers and the honorary personal staff of the President.

Transit Halt of PM:

- ▶ CM can receive if he wishes or the PM desires CM to meet him or else an executive officer and one police officer may be deputed to render necessary assistance

Visit of Governors:

- ▶ The Governor shall be received by the Collector and SP at the place of arrival and departure.

The arrangements to be made for Governor's visit can be given by the Governor's secretariat.

The expenditure for the visit can be bear by the State Government.

Visit of Chief Minister:

- ▶ CM will be received by the District Collector and Superintendent of Police.
- ▶ They shall bear the camp and visit the CM.
- ▶ When they are unable the District Collector and SP may not receive CM but explain the position to CM and can depute any senior most officer to receive the visiting the CM.

Visit of other Ministers:

- ▶ The above instructions generally will apply to the first visit of all ministers.
- ▶ The Revenue Divisional Officer should normally attend to the protocol work within his jurisdiction in all other cases.
- ▶ Be in contact with the PA/PS of the Ministers.
- ▶ Where civil receptions organised in honor of the visiting ministers, the collector and other district officers shall attend when they are in the HQ.
- ▶ When minister visits his own district at frequent intervals the district officer concerned need not receive him after his first visit unless specifically asked to by the minister.

The arrangements to be made during the visit of CM:

- ▶ The visit of the CM shall be informed to all the elected representatives of the district along with the copy of programme.
- ▶ During inauguration or laying of foundation stones, the names on the plaque have to be carved in the order of presidencies and protocol.
- ▶ The names must be spell properly.
- ▶ The barricading has to be made at the place of inauguration or laying foundation stones.
- ▶ In case CM is coming in helicopter, the helipad has to be selected as far as practicable nearer to the site.
- ▶ The Coordinates have to be communicated by using GPS as well as manual method with the help of topo-sheet.
- ▶ The Bushes around the helipad shall be cleared up to 10 meters and on either side of the roads on which VVIP is traveling.
- ▶ The Gangmen shall be placed on patrolling duty and near important bridges, culverts for detecting any sabotages.
- ▶ The helipad preparation is the responsibility of R&B Department.
- ▶ The helipad has to be dampened before landing to avoid rising of dust while landing and taking out.
- ▶ There must be one VVIP tent with temporarily toilet fixed with western commode and a tent shall also be erected for the visiting officials and non officials.

- ▶ One Stationary fire tender shall be placed at helipad.
- ▶ One Medical Officer shall be suitably instructed to keep the team of doctors and medical theatre in preparedness, medicines, blood of required group, oxygen cylinders.
- ▶ Necessary check up of the bouquets have to got checked up by the security.
- ▶ In every Convoy there must be one ambulance.
- ▶ The convoy has to conduct rehearsal one day in advance.
- ▶ At the tent there must be protocol team shall be placed to attend the courtesies to the VVIP.
- ▶ Transport Department shall keep one Motor Vehicle Inspector in that convoy to inspect the vehicles in case of necessary.
- ▶ Dias shall be arranged so that the visiting VVIP shall be visible to all the public.
- ▶ The Public address system has to be arranged by Radio Engineer from the Public Relations Department.
- ▶ One mobile public address system shall be kept ready as a stand by.
- ▶ There must be generators for meeting in any emergency of power failure.
- ▶ Inviting dignitaries to the dias shall be strictly as per the protocol.
- ▶ Fans/Air coolers shall be provided on the dias during summer and leak proof tent has to be erected during rainy season

- ▶ Four sets of newspapers shall be placed.
- ▶ Necessary security arrangement shall be made.
- ▶ Required food arrangements shall be made
- ▶ Arrange New soap, Fresh Towels, Tissue Paper, Water supply, Functioning of taps etc.,

Camp Office:

- ▶ Arrange cots with neat bed sheets, toilets have to be checked up by the Tahasildar/RDO to ensure the correctness.
- ▶ Brand new bathing soaps, neat and new towels shall be placed.
- ▶ Mosquito repellents shall be arranged.
- ▶ Arrange TV with remote facility.
- ▶ Keep one good condition radio/transistor.
- ▶ Keep first aid kit.
- ▶ Arrange Telephone with STD facility.

ASL: ADVANCE SECURITY LIAISON

- The Collector, SP and other officers to visit and finalize the location of helipad and the route for the visit of VVIPs who are in 'Z' category protection in advance and to submit the report to the Government about the safety of route.



In any function the order of protocol of persons present would be as follows

- Governor
- Chief Minister of Andhra Pradesh
- Cabinet Ministers of the Union of India
- Minister of State for the Union of India
- (a) Chairman, A.P. Legislative Council @
- Speaker of A.P. Legislative Assembly
- (a) Leader of Opposition, A.P. Legislative Council X
- Leader of Opposition, A.P. Legislative Assembly
- Ministers In charge of the District
- Ministers (Cabinet Rank), A.P. / Chairman, Regional Planning & Dev. Board
- Dy. Ministers of Union of India

- Ex-Chief Minister of A.P.
- Ex. Governors
- Ministers (State), A.P.
- Deputy Speaker, A.P. Legislative Assembly
- Government Chief Whip
- Government Whips
- Mayor of Greater Hyderabad Municipal Corporation / Chairperson Z.P. / Mayor of Corporations
- M.Ps.
- (a) M.L.Cs.
- M.L.As.

- Chairperson, Municipal Council, Vice-Chairperson, Zilla Parishad / Deputy Mayor / Chairperson of Standing Committee of Municipal Corporation / Municipal Council.
- President, Mandal Praja Parishad
- Member, ZPTC
- Member, MPTC / Ward Councilor / Corporator
- Sarpanch
- Donors and Non-Government Organizations

ROLE OF NON-OFFICIALS AT FUNCTIONS

- Generally Chairman (APLC), Speaker, Leader of Opposition (APLC), Ministers, Chairman, Regional Planning & Development Board, Dy. Speaker, Govt., Chief Whip, Govt. Whips, MPs, MLCs, MLAs, ZPP Chairpersons will be the Chief Guests / Guests of Honour.
- In case of funds from Government, the MLA will generally preside over the function; in the absence of Minister, MLA will generally be the Chief Guest.
- Where the funds are exclusively of the local bodies, the Mayor / Chairperson / Sarpanch would generally preside.
- Generally, all local elected representatives eg. Deputy Mayor, Chairpersons of Standing Committees, Municipal Corporation / Municipal Council, Deputy Chairperson, Vice President of MPP, ZPTC / Member, MPTC, Corporator & Councillor etc., must be invited to all important functions.
- Donors & Non-Govt. Organizations who have contributed to the function may be made special invitees / guest of honour.

ORDER OF NAMES IN THE INVITATION CARDS / PLAQUES

1. Chief Guest
2. Guest of Honour
3. President of Function
4. Other non-officials who grace the function as per columns 4 and 6.

To follow the order shown in Table - I

Courtesies to be observed by the officers in their dealings with the Ministers / MLAs / MLCs

Memo No.303/Ser-c-91-1, dt:27-08-1991 & 404/Poll.A(2)/2001-3, dt:31-05-2001.

SEEKING INFORMATION

- When a request for information is received from MP/MLA/MLC on details of administration or any other factual information, the officer should immediately acknowledge it in a letter and tell the member that a reply would be sent shortly and accordingly send it as soon as possible.

Telephone Calls

- Whenever the MLAs telephone to the officer concerned, should immediately come into contact with Legislator and attend to him. If the officer concerned is not available the officer must record the phone call and whenever the officer is available he should immediately call back the MLA

INTERVIEW WITH OFFICERS

- When a MP/MLA/MLC comes to see the officer an officer should raise from his seat to receive the member and to see him off.
- For purposes of interview, MP/MLA/MLC should be given preference over other visitors, and in very rare cases where an officer is unable to see a MP/MLA/MLC at a time about which he had no previous notice, the position should be politely explained to the Member and another appointment fixed in consultation with him.
- Where for unavoidable reasons, which should not arise, the officers are unable to grant interviews to MP/MLA/MLC during office hours even though it be beyond the hours fixed for interview, they should be so intimated politely only at the instance of interviewing officers and not by the stenos or Receptionists or their own accord.

PUBLIC FUNCTIONS – INTIMATION OF ARRANGEMENT OF SEATS

- At public functions, seats befitting their position should be reserved for MP/MLA/MLC. Where any such function is presided over by an officer, MP/MLA/MLC present should be given seats on the dais.

WISH U ALL THE BEST