

WELCOME
TO
SESSIONS
ON
OFFICE PROCEDURE
(RDDD, AOR)

Objectives

- *At the end of the sessions the participants will be able to:*
- Explain the terms “Office’ , ‘Procedure’
- Explain the procedure laid down to carry out the assigned tasks in an office of Central Secretariat.
- List the receipts which are not to be diarised,
- Explain the action to be taken by the dealing hand on a ‘Receipt’
- Explain the procedure for allocation of disputed receipt
- List the channel of submission and level of disposal of a case

Contd..

Sessions- Objectives ...contd..

- Describe the filing system prescribed for a Department / Ministry
- Explain the mechanism prescribed to ensure effective disposal of the cases in the Secretariat
- Describe the method to deal with disposals, on oral instructions
- List the aids which help in the processing of the cases.
- Identify the custodian of the records.

THE INITIAL QUESTIONS

- **WHAT IS AN OFFICE ?**

- Office is an information processing unit

- **WHAT IS A PROCEDURE ?**

- A set of precise instructions to meet an objective.

- **WHAT IS THE MOP ?**

A complete manual published by Department of Administrative Reforms & Public Grievances, Govt. of India, Ministry of Personnel, Public Grievances, Pension

DAK-RECEIPT, REGISTRATION AND DISTRIBUTION

- WHAT IS “DAK” ?
 - “Dak” includes every type of written communication such as letter, telegram, ID note, file, fax, e-mail, wireless message which is received, whether by post or otherwise, in any Department for its consideration.
- WHAT DO WE DO WITH DAK ?

RECEIPT

- During Office Hours
- Outside Office Hours
- Through E-mail
- Through Fax

REGISTRATION

- Urgent Dak
- Covers
- Enclosure
- Date-Stamp
- Sorting Out
- Dak Register
- List of Categories
- Number of Registers
- CR/IFC No.

APPENDIX 1

Dak Register

S.No.	Particulars of dak received		From whom received	To Whom received	Remarks
	Number	Date			
1	2	3	4	5	6

DISTRIBUTION

- Invoice / Messenger Book / Section-wise Dak Register
- Invoice- prepare section-wise, distribute
file section-wise and date-wise
- Distribution Time
 - Ordinary Dak
 - Urgent Dak
 - * Recd during office hrs.
 - * Recd after office hrs.

APPENDIX 2

Invoice

Department

Section Desk

Date	C.R. / IFC Nos of dak sent	Number of items of dak		Total	Signature of receiver
		Registered in dak register	Not registered in dak register		
1	2	3	4	5	6

RECEIPT-SUBMISSION AND DIARISATION

- Perusal and Marking
- Diarising in Section
- Diarising by Personal Staff
- Movement of Receipts
- Action by Higher Officers
- Allocation of Disputed Receipts

PERUSAL AND MARKING

- The Section Officer will
 - go through.....
 - forward misdirected.....
 - separatefor higher officers
 - mark to himself.....
 - mark to dealing hands...
 - keep a note....
 - file returned by another department....

DIARISING IN SECTION

- Section Diary
- List.....not to diarise
- In Red ink....
- Redirected receipts...
- Papers referred to another Deptt..
- Unsigned commu. with remarks by officer...
- After 15 days...
- Where to write Diary Number ?
- SO scrutinizes Section Diary....

RECEIPTS NOT TO BE DIARISED

- **Already diarised on a Computer**
- **Routine Acknowledgements**
- **Letters from MPs**
- **Post copies of telegrams**
- **Identical copies of representations**
- **Special categories of receipts**
- **Petty contingent vouchers**
- **Unsigned communications**
- **Casual leave applications**
- **Copies of circulars etc.**
- **Any other receipts not to be diarised as per departmental instructions**

DIARISING BY PERSONAL STAFF

- DS and above
- No receipt will be diarised more than twice
- Envelops without contents...
- Material not marked to any officer...

MOVEMENT OF RECEIPTS

- Receipt Pad
- Movement Slip
- Not received back within a day...

ACTION BY HIGHER OFFICERS

- Go through...initial
- Remove receipts....
- Record in Movement Slip...
- Give directions where necessary...
- Return... to Section Officer

ALLOCATION OF DISPUTED RECEIPTS

If a Section feels that it is not concerned with a misdirected receipt, it would be brought to the notice of the officer designated by the Department for deciding allocation of disputed receipts.

ACTION ON RECEIPTS

- General Principles
- Action by Dealing Hand
- Action by Section Officer
- Examination by Section
- Level of Disposal and Channel of Submission
- Direct Submission by senior Assistants
- Examination by an Officer
- Aids to Processing

GENERAL PRINCIPLES

- Initiate action – as per priority
- Number of levels – minimum
- Paper work – essential minimum
- Time - least possible
- Optimising – quality and quantity

ACTION BY DEALING HAND

- Go through..separate urgent ones
- Enter in Assistant's Diary
- Deal with urgent ones first
- Check enclosures...
- If any other section...copy
- Handling with a file...
- Docketing, Referencing, Noting, Putting up
- Indicate date of submission in Assistant's Diary

AIDS TO PROCESSING

- Running Summary of Facts
- Standing Guard files
- Standing Note
- Precedent Book
- Standard Process Sheets
- Reference Folders

ACTION BY SECTION OFFICER

- Scrutinise the note put up by D/H
- Finally dispose of routine cases
- Take immediate routine action
- Record own comments, suggestions
- Submit the case to higher officer

EXPECTATION FROM SECTION

- Statements are correct
- Mistakes, missing data - pointed out
- Statutory / Customary Procedure, Precedent – attention drawn
- Relevant Law / Rules – pointed out
- Points requiring decision – clearly brought out
- Possible alternatives – suggested
- Level of disposal - indicated

LEVEL OF DISPOSAL AND CHANNEL OF SUBMISSION

- Above SO..
- Review once in every 3 years
- Examination by US or DS.....
- DO will submit to DS/Director..
- AS / Spl.Secy. / Secy. → Minister
- JS → Secretary/Minister
- AS (indep) → Minister (other than policy)
- Level jumping – while returning... pass thru all

DIRECT SUBMISSION BY SENIOR ASSISTANTS

- Who is a Senior Assistant ?
 - An Assistant in a conventional Section who has completed 5 years in the grade and six months in the Section.
- Cases go back through SO.

Contd...

- Oral discussions
- Oral instructions by higher officers
- Oral orders from Ministers

WHAT IS EXPECTED FROM AN OFFICER

- Regular discussion with his staff to decide course of action – single note technique.
- Technique of Self-contained note.
- Decision making level to record in writing the reason for deviation from normal procedure / rules.

ORAL DISCUSSION

- Discussion between two or more officers.
- Record on a relevant file.
- Get it confirmed by all concerned.
- Specially, if policy is not clear or
- Some departure from policy is involved.

ORAL INSTRUCTIONS

- Normally instructions to be in writing.
- If not possible, follow by written confirmation at the earliest.
- Bring it to the notice of immediate superior if instruction is from higher officers.
- Senior officer to confirm if junior officer seeks it.

ORAL INSTRUCTION ON BEHALF OF OR FROM MINISTER

- If oral order is issued by Staff of a Minister on his behalf,
- Should be confirmed in writing immediately thereafter.
- Bring it to the notice of Sectty or HOD if it is well within norms / rules / regulations.
- If instruction is not within norms / rules / regulations, seek clear orders from secretary.

HANDLING OF RECEIPTS UNDER DO SYSTEM

- General Principles
- Receipt of Dak
- Action by Desk Functionary

CHECKS ON DELAYS

- Time Limits
- Handling of Grievances
- Weekly Arrear Statement
- Monthly Statement of Cases
- Call Book
- Monthly Progress Report on R/W
- Watch on Disposal of MP/VIP Receipts

Contd..

- Monitoring of Court/CAT Cases
- Register of Parl. Assurances
- Check List of Periodical Reports
- Review of Periodical Reports>Returns
- Responsibility of Expeditious Disposal

?

THANK YOU