

MANUAL  
OF  
OFFICE PROCEDURE

**HIMACHAL PRADESH  
STATE ELECTRICITY BOARD**

## P R E F A C E

1. The Himachal Pradesh State Electricity Board was constituted in September, 1971. The working of a Board-type organization is different from that of a Government Department. During the first two years of its working however, the Board did not have a Management Service Unit to advise it on the methods and procedures suited to its efficient functioning. These were therefore either lifted from other organizations and installed as such, or devised in an ad hoc and impromptu manner. These did not seem to follow a scientific system oriented towards the achievement of the avowed objective laid down for the Board.
2. Office is the 'nerve centre' of activities of any organization, big or small. It provides the apparatus for quick and correct administrative decision (and their implementation) by furnishing the necessary inputs carefully collected and/or retrieved from storage, analyzed and arranged in a logical manner. The effectiveness of an organization, therefore, hinges to a very large measure, on the efficiency with which its office functions. Need was, therefore, felt all along for defining the methods and procedures. Which should guide the working of all the offices of the Board. To this end, it was resolved to compile a Manual of Office Procedure. This work was taken up by the Management Service Unit created in November, 1973.
3. In the mean-while, it was decided to introduce a paper on 'office procedure' in the departmental examination for Class III employees of the Board. To provide them with study material well in time, write-ups on various procedures were prepared and circulated chapter-wise after being deliberated upon at length by an Advisory Committee constituted for the purpose consisting of Assistant Secretary (Establishment), Assistant Secretary (Works & Meeting), Superintendent (Establishment) Project Wing, Superintendent (Sales). Operation Wing and Assistant (Meetings).
4. It is hoped that this compilation would be found useful not only by the examinees, but also by all officers of the Board in re-orienting the working of their offices on scientific and systematic lines.

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Member Administration,  
H.P. State Electricity Board.

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## CHAPTER 1

### CENTRAL REGISTRY PROCEDURE

**1.1. Introductory:** The Central Registry plays a very important role in the functioning of an organization. Unless the flow of papers to and from the Central Registry is ensured with speed and due promptitude, efforts by individual sections in this direction will be of little avail.

**1.2 Central Registry:** The Central Registry, in an organization is the cell which receives all communications (called “receipts”) addressed to that organization registers them and distributes to various units/sections within the organization. It also registers and dispatches the out-going communications.

#### **1.3. Functions:**

##### **A. During office hours on working days.**

**(i) Receipt:** All dak, local or postal including registered and insured articles, addressed to an office of the Board will be received by the Central Registry cell of that office.

Urgent official communications, addressed to an officer by name and brought by special messengers, will be received by the officer concerned or by his personal staff. Every officer going on tour or leave is expected to make adequate arrangements for the receipt and handling of dak addressed to him during his absence. In case no such arrangement has been made, the communications addressed to him will be received in the Central Registry and passed on to the officer looking after his work. The receipt of a communication in the Registry includes its acknowledgement by the recipient by signing his name in full and in ink in the Peon-Book.

**(ii) Opening of dak:** Official covers, received through ordinary post and addressed to an officer by name, will be sent to him (or to the officer looking after his work in his temporary absence) unopened, immediately after receipt. Covers of secret/confidential nature, not addressed by name, will also be sent unopened to the authority to be specified by the office to open them. All other covers will be opened in the Registry.

**(iii) Checking the enclosures :** The receipt clerk will check the enclosures indicated to have been sent with the communication and make a note on the receipt, if any, is found missing. Similar checks will be exercised by the section while receiving the dak from the Registry.

**(iv) Registration:** Urgent and immediate dak including telegrams etc., will be separated from the rest and given first priority. Each of such receipt will be stamp marked (vide

facsimile given in the margin) and entered in the Diary Register (Specimen at annexure-I).



The CR. Dy. No and date will be entered on the receipt in the space provided in the stamp affixed. It will soon after be sent to the head of the office (or any other officer specified). The rest of the dak will be similarly registered, sorted out section-wise and sent to the branch officer concerned (unless otherwise specified). To help the sortings of the receipts section-wise a list of subjects dealt with in each section will be supplied to the Central Registry by the administration section of the office concerned. In case of doubt, the supervisor incharge of the Registry (or any other officer specified) may be consulted about the allocation of a receipt.

The number of diary registers to be maintained by the Central Registry will be determined according to the convenience and volume of work in each office.

The classified covers sent to the authorized officer will be got entered by him in as separate register.

**(v) Distribution of dak:** The dak will be distributed by the Registry through invoice or challan (specimen at annexure-II) prepared in duplicate, section-wise. The recipient of the dak in a section will sign the duplicate copy in token of receipt.

(The duplicate copies of the invoices will be filled date-wise in the Registry).

The distribution of receipts will be done at regular intervals twice or thrice during the day. The immediate and urgent dak including telegrams etc., will. However, be sent to the officer concerned as often as received. Ordinary receipt received after 4 P.M. could be held over for distribution on the next working day.

**B. Outside office hours on working days and or Sundays and holidays:** Depending upon the exigencies of the situation, the head of an office may make arrangements for receipt and distribution of the dak outside office hours. Sundays and holiday. In such a case, the clerk concerned will send urgent receipts demanding the attentions of the officers concerned or to sections, in case there is staff on duty. The rest will be retained for distribution on the next working day.

Papers sent to the officers at their residences will be placed in closed covers and acknowledgement obtained in a Peon-Book. In case of the officer sending the receipt directly to another officer through the same messenger, he will make an appropriate entry in the Peon-Book.

Where no outside-officer-hour arrangements exist, immediate communications will be received at the residence of the officer specified for this purpose.

**1.4 Despatch:** The other part of the Central Registry is the dispatch cell which registers and dispatches the outgoing communications sent to it. The dispatch function consists of adding dispatch number and date on fair copy, office copy and spare copies, if any, entering the particulars of the communications in the Despatch Register (specimen at annexure-III) and issuing them in suitable covers or otherwise.

**1.4.1:** The dispatch cell with separate the communications to be sent by post from those to be delivered by hand enclose those meant for dispatch by post or addressed to officers by name, in covers (all communications intended for the same addresses will be placed in a single cover) , write the address and the number of the communication on the cover, affix the postage stamps of appropriate value on the covers etc., to be sent by post after weighing them, make entry regarding value of the stamps in column 5 of the dispatch register, affix the rubber stamp bearing the name of the office of issue and initials of the dispatch clerk at appropriate place close the covers and post/send them to the addressees.

**1.4.2.** The non-postal communications will be sorted out according to the location of the addressee, entered in the Peon-Book and handed over to the messengers for delivery. The Peon-Book should be numbered serially and separate books should be allotted to different offices or group of offices, according to their location.

**1.4.3.:** In case of telegrams these will be pasted over the printed form of the Post and Telegraph Deptt., if typed on plain paper, and postage stamps of appropriate value will be affixed thereon. If a credit deposit account is maintained with the Post and Telegraph Department, rubber stamp indicating the Credit Deposit Account Number should be affixed in the space provided for affixing the postage stamp. The value of the postage stamps affixed on telegram will be indicated in column 5 of the Despatch Register against the entry made in respect of the copy sent by post.

**1.5. Other instruction :**

(i) Where for any reason an enclosure is to be sent separately, an indication will be made both in the fair and the office copy to this effect. A slip will be attached to such an enclosure indicating the number and date of the communications to which it relates.

(ii) Urgent communications not dispatched on the day of receipt and ordinary communications not dispatched for any reason, even on the day following the day of receipt will be brought to the notice of the section concerned.

(iii) Telegrams and other urgent communications should be dispatched promptly, Registered and other insured articles should be sent to the Post Office well before the closing hours prescribed for the receipt of such communications.

(iv) Receipts of telegrams, registered and insured communication should be checked properly before filing or posting in the relevant register. Similarly, the peon-book should be carefully examined to ensure that all communications entered therein have been duly acknowledged by the recipients.

**1.6. Return of papers after issue :** After the fair communications have been issued, the dispatch cell will pass on the office copies, files, if any and other relevant papers to the section concerned.

**1.7 Stamp account register:** The Despatch cell will maintain an account of the postage stamps on a register (specimen at annexure IV). The incharge of the Central Registry will check the register daily and append his signature in token thereof. He will also conduct surprise checks of envelopes ready for despatch to see whether the value of the stamps affixed tallies with that shown in column 5 of Despatch Register. He will also inspect once a month the Despatch Register as well as the Stamp Account Register to verify that the value of stamps in hand tallies with that shown in Stamp Account Register.

**1.8. Location of the Central Registry:** The Registry should as far as possible be centrally located so that it may serve all sections with equal promptitude and efficiency.

Annexure ---I  
(see para 1.3(A) (iv))

### DIARY REGISTER

Dated..... ..

Sr. NO	Particulars of dak		From whom received	To whom sent	Remarks
	received				
	Number	Date			
1		2	4	5	6

Annexure—II  
(see para 1.3 (A) (v))

### INVOICE

Office \_\_\_\_\_

Section \_\_\_\_\_

Date	Cr. Dy. No.	Number of Items		Total	Signature of the receiver
		Registered	Not registered		
1	2	3	4	5	6

Annexure-III  
(see para 1.4)

### DESPATCH REGISTER

Date \_\_\_\_\_

Despatch No. 1	File No. 2	Address 3	Subject 4	Value of stamps affixed 5

**STAMPS ACCOUNTS REGISTER**

Date	Value of Stamps			Balance at close of the day (col. 2+3-4)	Signature of	
	In hand	Received day	used during day		Despatcher	Incharge
1	2	3	4	5	6	7

## CHAPTER—II

### HANDLING OF RECEIPTS

**2.1. By dealing hand:** The dealing hand should enter the receipts in the Dealing Hand's Diary (annexure-I); separate the urgent ones for according attention on priority basis and initiate action in the following sequence:--

- (i) Check the receipt to see whether the enclosures mentioned therein are complete : in case of missing enclosure or a part thereof action may be initiated to obtain it ;
- (ii) Send extracts for action in case any other section be concerned with any part or aspect of the receipt;
- (iii) Bring the receipt on current file (correspondence portion) if it exists open a new one under the relevant main head : assign consecutive page No. to the receipt (in pencil) :
- (iv) Docket the receipt on the note-sheet and reproduce remarks; if any, made by officers on the receipt itself; each page of the note-sheet written upon, should be assigned a serial number (in pencil):
- (v) Locate connected files or papers having bearing on the subject matter of the receipt :
- (vi) Bring out clearly, the points at issue, examine them with reference to rules, regulations, instructions, etc., and record a note suggesting course (or alternative courses) of action ;
- (vii) Complete referencing and arrange the reference material properly (vide paras 6.15 & 6.16 of chapter on "Filing System", and
- (viii) Put up the case to the appropriate higher officer (keeping record of submission in column 5 of Dealing Hand's Diary.

2.1.1 As a matter of principle, noting should be minimal, concise and to the point. Reproduction of the contents of a paper under consideration or para-phrasing it, should be scrupulously avoided. The officers are supposed to go through the contents of a receipt before passing orders. Even the recapitulation of the history of a case would not be necessary, if its completes running summary is available on the file. It could simply be referred to and the paper under consideration examined further.

2.1.2. The following are a few other instructions to be kept in view :--

- (i) By and large nothing on the receipt itself should be avoided.

- (ii) Even when more than one fresh receipt (F.R.) is dealt with, there should be single running note; different issue in F.Rs. should be separated by paragraphs;
- (iii) Nothing should be signed in full at all levels (preferably full name should be indicated in brackets below the signature);
- (iv) For the sake of neatness signatures may follow an order the dealing hand signing on the left and other levels on the right ;
- (v) Marking should be done on the left, inside the marginal line of the note-sheet (margin is meant for referencing and marginal remarks, if any, by higher officers); and
- (vi) Care should be taken that critical analysis of points/observations, if any made on a case, should be temporarily and courteously worded.

**2.1.3** Unless a reference received on a file of another wing/section seeks some factual data information the issues raised therein should be separately examined and only the final outcome should be recorded on the file under the signature of the officer responsible for commenting on the reference. (A copy of such final note will be kept in the section.)

**2.2 By section supervisor :** The section supervisor will scrutinize the case thoroughly to ensure that all the operations due on the part of the dealing hand have been attended to and that the case has been properly constituted (para 6,4 refer). In particular, he should :-

- ensure that referencing has been done and papers on the case have been arranged in proper order,
- see that full history of the case is available and points at issue have been brought out in proper perspective, and
- endorse or suggest the line of action before sub-mitting the case to the appropriate higher officer for decision.

**2.2.1** As far as possible there should on each occasion be a single note on a case at section level. The section supervisor should encourage discussion in complicated cases as well as in case of doubt so that all relevant aspects are thrashed out before the note is recorded by the dealing hand.(This system could be extend with advantage by he higher officers setting apart some time each day for such discussion.)

**2.3 Aids:** The following are a few aids to processing of case:

- (a) standing guard files;

- (b) precedent book for keeping note of important decisions/ruling having precedent value (annexure-II); and
- (c) reference folders (containing copies of circulars, etc.)

The section supervisor will ensure that these aids are developed and maintained up to date in the section.

Annexure-I  
(see para 2.1.)

**DEALING HAND'S DIARY**

<b>Sr. No.</b>	<b>Diary No.</b>	<b>Subject</b>	<b>File No.</b>	<b>Date of submission</b>
1	2	3	4	5

\*\*\*

Annexure-II  
(see para 2.3.)

**PRECEDENT BOOK**

Standard head \_\_\_\_\_

Decision or ruling in brief	File No

\*\*

## CHAPTER-III

### DRAFTING

**3.1 Introductory :** The decisions taken at the authorized levels have to be communicated to the concerned authorities corporate bodies or individual(s) for action or information. Such communication is made through the prescribed form of correspondence. Drafting is the process of preparing a preliminary sketch of what is proposed or required to be communicated.

**3.1.1:** A draft may be prepared for conveying an order or decision or simply furnishing some facts and figures.

**3.2 Draft when to be prepared :** Normally a draft will be prepared after the competent authority has passed order indicating/approving the terms of reply to be sent. In the following situations, however, a draft reply may be prepared and put up along with the case, for approval of the competent authority :--

- (a) When the line of action is obvious and no noting need be done;
- (b) When the examination of the issue(s) through nothing develops a clear line of action;
- (c) When some routine information or data is to be sent or is sought of others;
- (d) In stereotype cases for which standard forms of communication exist.

**3.3 How to be prepared :** The draft should indicate.

-- the file number when put up on a file; when two or more communications are to be issued from the same file on the same date and to the same addressee serial number should also be given in addition to avoid confusion in reference e.g., HPSEB (SECTT.) 17/2 (i)/74- Est and HPSEB (Sectt)/72/2 (ii)/74 Est.

-- name of the office and place of issue.

--subject of matter.

-- the number and date of the communication to which the draft is a reply or that of last communication in the series or correspondence on the subject; (where it may be necessary to refer to more than one communication or a series of communication, it should be done in the margin of the draft).

--the enclosures which are to accompany the fair copy (diagonal strokes e.g. /should be drawn at appropriate places in the margin to draw attention of the

typist comparer and dispatcher; the number of enclosures may be show at the end on the bottom left of the draft e.g. “Encl. 2”, and

--name, designation and telephone number of the officer under whose signature the communication is to be issued.

**3.4. General instructions:** The draft should be so worded to convey the exact message or intention of the orders passed by the competent authority for this purpose

(i) Use

-- simple, clear and concise long age.

--short sentences, and

--polite, courteous and commonly understood expressions and terms:

(ii) Arrange

--different aspects (and sub-aspects) in the different para-graphs (and sub-paragraphs) and

--each sentences and paragraph in logical sequence;

(iii) Conclude the draft with a summary if the matter is lengthy and complex;

(iv) Leave sufficient space (at least two spaces) between successive lines and in the margin to admit corrections and amendments, if necessary;

(v) Indicate (in the margin) if copies of enclosures are available and therefore are not to be typed;

(vi) Attach a slip bearing the words “Draft for approval” (DFA). (if two or more than two drafts are put up on a file the slips should be marked “DFA-I”, “DFA-II”, “DFA-III” and so on); and

(vii) Indicate priority making (immediate ‘or priority’); and

(viii) Specify, in appropriate cases i.e., while enclosing valuable documents (e.g. agreement, service book etc.) whether the communication is to be sent by registered/insured cover, postal certificate, etc.

**3.5 Addressing communication by name:** Normally, no communication (other than classified or demi-official) should be addressed by name, unless it is intended that the matter raised therein should receive personal attention of the addressee either because of its special urgency or importance or his previous association (through discussion)

**3.6 Standard drafts:** For routine and stereotype communications and those of repetitive nature, approved standard skeleton draft forms should be used. In such cases fair copies may be put up for signature.

**3.7 Authentication:** All communications will issue under the signature of the authorized officer.

**3.7.1.** Orders and sanctions in the name of the Board will be signed by the Secretary (O.S.D.) or by any other officer who may be authorized to authenticate such orders.

**3.7.2.** After a draft has been received back duly approved, it should be scrutinized to ensure that there are no accidental errors and that the instructions for the typist as well as the papers for 'typing' are complete. Thereafter it should be marked "issue" and sent to the typist (or central issue section) for fair-typing.

**3.7.3.** The fair copy and the other type material to accompany it should be compared with the draft and other documents for any errors, and neatly attached. Thereafter the papers will be sent to the Officers concerned for signature.

**3.8 Action after issue:** On receipt of papers after issue the dealing hand will.  
--docet the communication issued in the 'notes' portion, below the relevant nothing (para 6.12 refers);

--initiate action to record the file, if the communication issued constitutes final action (para 6.18 refers)

--make a note in the 'Reminder Diary' (specimen at annexure) if reply is to be awaited, and

Pass on the file to the diarist for making record in the 'File Movement Register' (see para 6.14).

Annexure  
(See para 3.8)

### REMINDER REGISTER

Sr. No.	File No.	Subject	Letter No. & date	Due date	Date on which sent	Remarks
1	2	3	4	5	6	7

## CHAPETER-IV

### FORMS OF COMMUNICATION

**4.1. Introductory:** In conduct of day-to-day business different forms of communication (specimens appended) are employed. The choice of the form is governed by the end in view and the contents of the communication intended to be sent out as the form at of each one is designed to serve a specific purpose. The language or the phraseology used has also to be attuned to the object in view.

**4.2 Form of communication:** Written communication issuing from an office of the Board shall be in one or the other of the following forms :-

- (i) Letter;
- (ii) Office Memorandum;
- (iii) Memorandum;
- (iv) Demi-Official Letter;
- (v) Un-Official Memorandum/Note;
- (vi) Endorsement;
- (vii) Order;
- (viii) Resolution
- (ix) Press Communiqué/Note;
- (x) Telegram;
- (xi) Express Letter;
- (xii) Saving ram;

**(i) Letter:** Letter is the most common form used for all formal communications addressed to Central Govt. State Government attached and subordinate offices, associations (public or of Govt. servant), public bodies and individuals. It is composed of the following parts:--

- (a) letter-head bearing the name of the office.
- (b) number and date of communication.
- (c) name and/or designation of the sender.
- (d) name and/or designation of the addresses.
- (e) subject.
- (f) salutation.
- (g) main text of the letter.
- (h) subscription and
- (i) signature and designation of the sender.

Official letters emanating from the Board/any other competent authority to convey the views or orders of the Board must specifically be expressed to have been written under the direction of the Board/competent authority.

Letters addressed to official authorities should begin with the salutation 'Sir' and those addressed to non-official individuals or groups of individuals, should begin with the salutation 'Dear Sir(s)'. All official letters terminate with the subscription 'Yours faithfully' following by the signature name and designation of the person signing the letter.

In Official letters from the head of office (such as Chief Engineer), or from individual officers, who do not write by direction but on their own authority the form "I am directed to" is replaced by "I am to".

**(ii) Office Memorandum:** The form is used for correspondence between the various wings/office of the Board. It is written in third person and bears no salutation or subscription except the signature name and designation of the officer signing it. The name of the wing/office to which the communication is addressed is shown below the signature on the extreme left of the page.

**(iii) Memorandum:** The form used while sending reply to petitions applications for appointments, acknowledging the receipt of communication and for conveying information not amounting to an order to subordinate authorities.

This is also written in third person and does not contain a salutation or subscription except the signature and designation of the officer who signs it. The name and designation of the addressee is indicated below the signature on the left side of the page.

**(iv) Demi-official letter:** The form is used for an interchange or communication of opinion or information without the formality of prescribed procedure and also when it is desired that the matter should receive personal attention of the individual addressed or when it is intended to bring to the personal notice of an officer, a case on which action has been delayed and reminders have failed to elicit a suitable reply.

Communication with non-officials may also be in the form of D.O. letter but is not referred to as such.

A demi-official letter is addressed to the addressee by name. It is written in first person singular in a personal and friendly tone with the salutation "My Dear" or "Dear Shri" and terminates with the subscription "Yours sincerely". It is signed by the officer generally without mentioning his designation.

(v) **Un-official reference:** An un-official or U.O reference can be made in two ways:--

--by sending the file itself with a note recorded thereon ; or

--by sending a self contained note or memorandum.

This form is generally employed for obtaining views, comments, etc. of another wing/section on a proposal or for obtaining clarification etc., on the existing instructions, or requisitioning papers of information's. No salutation or complimentary closing words are used in this form.

(vi) **Endorsement :-**This form is made use of when a paper is returned in original to the sender or is sent to another wing or to an attached or subordinate office (either in original or by sending a copy thereof) for information or disposal or where a communication is to be forwarded to parties other than the original addressees. In the last case, the endorsement may take one or the other of the following forms :--

“A copy (with a copy of the letter to which it is a reply) is forwarded to..... For information/for guidance/for necessary action/for favour of reply/for compliance”.

Copies of financial sanctions issued by the administrative heads, which are required to be forwarded to Finance & Accounts Wing, are also sent by mean of an endorsement.

This form should not, however, be used in sending copies to Central/State Government which should be done in the form of a letter.

(vii) **Order:** This form is generally used for communicating orders of the Board or other competent authorities in respect of postings, transfer, promotions, financial sanctions, and disciplinary cases, etc.

(viii) **Resolution :** This form is used for making public pronouncements of the decision of the Board on important matters of policy, appointment of a committee or commission of enquiry and the results of the review of important reports of such bodies.

(ix) **Press communiqué or press note:** A press communiqué or press note is issued when it is sought to give wide publicity to a decision of the Board. Press communiqué is more formal in character than press note and will be reproduced intact by the Press. Press Note, on the other hand is intended to serve as a hand out to the Press which may edit compress or enlarge before publishing it.

(x) **Telegrams:** This form is used for communicating with out-station offices/parties in matters demanding prompt attention. No telegram should be issued if express letters,

with urgency grading “immediate” or “priority” can serve the purpose. Telegram are of two kinds :--

- (a) Enclair telegram, which are worded in plain language and are sent direct to telegraph offices. These are issued through Central Registry; and
- (b) Cypher & Code telegrams, relating to matters of secret & confidential nature and are, therefore sent in code or cipher. This type is generally not used in the Board’s offices.

Priority indications of the telegrams to be issued by Board Offices are Ordinary & “Express”.

All telegrams should be followed by post copies.

(xi) **Express letter:** An express letter is used in communicating with out-station offices/organizations etc., in matters requiring prompt attention the receiving end. It should be worded like a telegram and should be accorded the same priority by the recipient.

(xii) **Savingram:** This form of communication is worded briefly more or less like telegram and is employed to stress the urgency of the matter contained in it. It is sent through post.

**4.3. Informal communication:** In purely routine matters not warranting a written communication contact with local offices, organizations, individuals, etc., may be done on telephone. Telephone communication may also be resorted to in matters of extreme urgency with out-station parties subject to general instructions that the Board may issue from time to time. Wherever necessary telephone communication may be followed by written communication in the appropriate form.

**4.3.1.** Informal communication may also take place in the form of inter-departmental consultations through meetings or oral discussion.

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**SPECIMEN FORMS OF COMMUNICATION**

(See para 4.1)

1. Letter (with endorsement)  
No.....  
Himachal Pradesh State Electricity Board.  
Catholic Clud.  
Shimla the February, 19

To  
The Chief Engineer (Projects),  
H.P. State Electricity Board,  
Shimla.  
Subject:

Sir,  
\*With reference to your letter No.....  
dated.....I am directed to say.....  
.....  
.....

Yours faithfully  
Sd/-A.B.C.  
@ Assistant Secretary (Estt.)  
Telephone No.....

No..... Shimla-4 the February, 19  
Copy forwarded for information/necessary action to:

- 1. The Chief Engineer (Operation) HPSEB, Shimla.
- 2. The Chief Accounts Officer, HPSEB, Shimla.

A.B.C.  
Assistant Secretary (Estt)

- \*Other alternative forms of the introductory phrases commonly used are:--
- (i) In reply to your letter No.....dated.....
  - (ii) In continuation of may letter/this office letter No.....dated.....
  - (iii) With reference to correspondence resting/ending with your/this office letter No.....dated.....

- (iv) In compliance with instructions contained in your letter No..... dated.....
- (v) In modification/suppression of the order/instructions contained in the office letter No.....dated.....
- (vi) I am directed to acknowledge the receipt of your letter No..... dated.....
- (vii) I am directed to request.....
- @ To be typed on copies intended for (1) and (2) in the endorsement.

**Office Memorandum**

2.

No.....  
Himachal Pradesh State Electricity Board.  
Kennedy House  
Shimla-4 the February, 19

**OFFICE MEMORANDUM**

**Subject :**

The undersigned is directed to refer to this office O.M No.....  
Dated.....and to say that.....

**(A.B.C.)**  
**Secretary,**  
**Telephone No.....**

To

The Chief Accounts Officer,  
H.P. State Electricity Board,  
Kumar House Shimla-4.

**3. MEMORANDUM**

No.....  
H.P. State Electricity Board,  
Kennedy House  
Shimla-4, the .....February, 19

**MEMORANDUM**

Subject:-

With reference to the interview held on .....Shri.....  
is offered a temporary post of Lower Division Clerk in this Board on the following terms:-

- (i)
- (ii)
- (iii)

2. If Shri.....is willing to accept the offer, he should report himself for duty to the Chief Engineer (Operation), H.P. State Electricity Board, Aroma Hotel, Shimla-1 not later than.....

(A.B.C.)  
Secretary,  
Telephone No.....

To

Shri.....  
.....  
.....

**D.O. LETTER**

4.

**(Specimen--I)**

(A.B.C.)  
Deputy Secretary,  
Telephone No.....

D.O. No. :  
H.P. State Electricity Board,  
Kennedy House,  
Shimla, the.....February, 19

My dear.....

I am enclosing copies of communications received from the Government of Himachal Pradesh relating to the fixation of new rates of tariff. I shall be grateful if you let me have your views on the proposals contained therein, as early as possible.

The matter is likely to come up for consideration by the Board early next month.

With regards,

Yours sincerely,  
(A.B.C.)

To

Shri.....  
Chief Engineer (Operation),  
H.P. State Electricity Board,  
Kumar House, Shimla-1.

**(Specimen -II)**

(A.B.C.)  
Engineering Officer to  
Chief Engineer (Projects)  
Tele. No.....

D.O. No.....  
H.P. State Electricity Board.  
Kennedy House,  
Shimla-4. the .....February, 19

Dear Shri

Kindly refer to para 2 of the Chief Accounts Officer's office Memorandum No..... dated, the.....November, regarding the submission of revise budget/estimate for the financial year. I shall be grateful if you kindly arrange to send your proposals in this regard by 20<sup>th</sup> instant.

With kind regards

Yours sincerely,  
(A.B.C.)

Shri.....  
Superintending Engineer,  
.....Circle,  
H.P. State Electricity Board,  
.....

**5. Un-Official Memorandum/Note**

Himachal Pradesh State Electricity Board,  
Kennedy House Shimla-4.

**Subject: Hazard Allowance**

The present rules regulating the grant of hazard allowance provide that .....

2. A question has now arisen whether the said allowance is admissible to the Board's employees while on earned leave.

3. This office will be grateful for the C.A.O.'s advice in the matter.

(A.B.C.),  
Secretary,  
Telephone No.

**Chief Accounts Official , H.P. State Electricity Board Shimla.**

U.O. No.....dated .....

**ENDORSEMENT**

6.

No. :  
H.P. State Electricity Board,  
Kennedy House,  
Shimla, the.....February,19

A copy each of the under mentioned papers is forwarded to the Superintending Engineer, Giri Const. Circle, Nahan for information and necessary action.

(A.B.C.)  
Engineer Officer (Projects)

Encls:3

1. ....
2. ....
3. ....

7. **Order**

**HIMACHAL PRADESH STATE ELECTRICITY BOARD**

**ORDER No.**

**HPSEB(SECTT.)**

**Dated:**

The Himachal Pradesh State Electricity Board is pleased to promote the following adhoc Superintending Engineers as regular Superintending Engineer in the scale of Rs. 1600-60-1900-2000 with effect from the dates noted against each:

<b>Sr. No.</b>	<b>Name</b>	<b>Date:</b>
1.		
2.		

Their inter-seniority in the grade of Superintending Engineer, will be in the above order.

Secretary,  
H.P.S.E.B., Shimla-4.

No. HPSEB (Sectt.)  
Copy forwarded to:--

Dated Shimla-4, the

1. The Chief Accounts Officer, HPSEB, Shimla-4 (with 5 spare copies).
2. The Chief Engineer (Projects), HPSEB, Shimla-4 (with 5 spare copies).
3. The Chief Engineer (Op.) HPSEB, Shimla-4 (with 5 spare copies).
4. All the E's/Ex. Eng. under this Board.
5. The Chief Purchase Officer, HPSEB, Shimla-4.
6. The Deputy Secretary/Asstt. Secretaries/O&M Officer/Inquiry Officer/Law Officer/Labour and Welfare Officer, Statistical Officer, HPSEB, Shimla.
7. The Resident Audit Officer, HPSEB, Shimla-3.
8. The PS to Chairman/P.A.'s to Members/Secretary.
9. S/Shri
10. Personal Files.

Secretary,  
HPSEB, Shimla-4.

## 8. Resolution

No.....

H.P. State Electricity Board,

Shimla-4, the .....Dated 19

### RESOLUTION

The General Secretary, H.P. State Electricity Board Employees Union and the President/Himpower Engineer's Association have communicated the decision of their respective Union/Association to contribute one day's emoluments per month, beginning from the month of December, 1971, towards the National Defence Fund, till the present crises last. On the request of the said Union/Association to facilitate collection of the donation, it has been decided that the said donation from the employees will be collected by the respective Heads of the offices while disbursing pay for 12/71. The amount so collected shall be remitted through a Bank Draft drawn in favour of Sr. A.O.H.P.S.E.B. payable at the State Bank of India, Shimla, alongwith a list of the donors, in duplicate, so as to reach by 20<sup>th</sup> of each month. A consolidated receipt for the amount of donation received from each Head of office will be issued by the Sr. A.O. and the transaction incorporated in his books. The total amount of donation will then be made available to the Chairman, H.P.S.E.B. for presenting the same to the Hon'ble Chief Minister, Himachal Pradesh, on behalf of the Board's employees.

The H.P. State Electricity Board expresses its deep appreciation to all the members of the Union/Association for their worthy gesture towards the noble cause. It has given them a feeling of great pride to find that in these times of great difficulty, when our national security is being threatened and when others in the country, both rich and poor are coming forward with contribution to the National Defence our Board's employee have not lagged behind.

(A. B. C.)  
Secretary.

**Order**

Ordered that a copy of the resolution be communicated to:--

- (i) The General Secretary, H.P.S.E.B. Union, Shimla.
- (ii) The President, Himpower Engineer's Association, Shimla.
- (iii) .....
- (iv) .....

**9 Press Communiqué/Note**

Note to be published or broadcast before.....a.m./p.m.  
on .....day, the .....19

**PRESS COMMUNIQUE/NOTE**

Himachal Pradesh State Electricity Board views with grave concern a section of the employee of the Board continuing to be on strike, despite advice to the contrary. They are hereby finally advised to resume normal duty forthwith.

(A. B. C.)  
Chairman.  
H.P. State Electricity Board.  
Kennedy House, Shimla-4.

No..... Shimla, the.....19

Forwarded to incharge. All India Radio, Shimla for a broadcast in the local bulletin at 7.15 p.m. on\_\_\_\_\_.

(X. Y. Z.)  
Secretary,  
H.P. State Electricity Board.  
Kennedy House, Shimla-4.

**10. En Clair Telegram**

TELEGRAM

STATE

EXPRESS/ORDINARY

HIMSEGIRI

NAHAN

REFLET DECEMBER STOP  
EXPEDITE INFORMATION STOP MATTER URGENT.

**HIMPOWER**

---

Not to be Telegraphed

(A.B.C.)  
for Chief Engineer (P)  
H.P. State Electricity Board  
Shimla.

No.....Shimla-4, the.....19

Copy by post in confirmation.

(X. Y. Z.)  
for Chief Engineer (P)  
H.P. State Electricity Board  
Shimla

To

The Superintending Engineer,  
Giri Construction Circle,  
Shaktinagar,  
Nahan (Distt. Sirmaur)  
Himachal Pradesh.

**11 & 12.**

**Express Letter/Savingram**

No.....

**H.P. State Electricity Board,**

**Shimla-4, the.....February, 19**

To

The Chief Engineer (Operation).  
H.P. State Electricity Board.  
SHIMLA.

Subject: Tariff-revision of

REFERENCE THIS OFFICE NUMBER.....DATED.....

MATTER HAS BEEN REFERRED TO THE GOVERNMENT FOR APPROVAL(.....)

..... PLEASE EXPEDITE COMMENTS(.....)

(A. B. C.)

Secretary.....  
H.P. State Electricity Board,  
Shimla.

## CHAPTER-V

### ISSUE OF DRAFTS

**5.1 Introductory:** The term “issue” signifies different stages of action, after a draft has been approved by the competent authority, viz., typing of fair copy and enclosures, examining the typed material to see that it is letter-perfect, attaching the enclosure (s), submission of fair copy for signature, etc.

**5.2 Marking the draft for issue:** After a draft has been approved, the section supervisor will examine if for any corrections, modifications, etc., specified by the approving authority, ensure that these are carried out and that the draft is ready in all respects for issue. He will indicate the number of spare copies required, if any special mode of despatch (by special messenger, registered post, insured cover, under postal certificate express delivery, etc.), where called for and return the file to the dealing hand. The dealing hand will remove the draft from the file before being sent to the typist unless it may be necessary to send the whole file for making copies of the enclosures. Where enclosures may be available already in the section, these will be attached with the draft by the dealing hand.

**5.3 Typing:** There could be two types of typing arrangements, viz., a common typing pool for the office as a whole called issue section or typing arrangement may exist section wise. In either case, the section supervisor will mark the drafts to the typists, distributing the work as evenly as possible and keeping an account of the work allocated to each typist. On the other hand, each typist will maintain a daily diary in which he will enter the details of the work allotted and completed by him. At the end of the day he will report to the incharge about the work pending with him. The minimum out-put of work for the typist is 25 pages, each of 300 words per day.

**5.3.1.** The typing work bearing priority marking, will be taken-up first. Printed forms will be used for fair typing where prescribed. Both sides of the paper or form will be used, typing in single space, unless otherwise directed. Where more than two impressions of a communication be required or the communication is so lengthy that it would be arduous to type more than one impression, stencil may be cut.

**5.3.2.** The typist should type his initials with date at the left hand bottom corner of the communications.

**5.4. Comparison :** On receiving back the typed material, the dealing hand will, with the help of another hand, if necessary, compare it with the draft, initial it (with date) below the designation of the officer, attach enclosure, if any, and send the fair alongwith

enclosures, and duplicate office copy together with approved draft to the officer concerned for signature.

**5.4.1.** The Officer signing a financial sanction will sign in ink, the copies to be forwarded to the Chief Accounts Officer. Similarly copies of notification of appointments, leave transfers, etc., communicated to the Chief Accounts Officer, which serve as a basis of issue of pay slips will be signed in ink.

**5.4.2.** On receipt after signature , the dealing hand will ensure that the fair copies have been duly signed by the Officer and that corrections, if any, made by the officer while signing are carried out in all the copies (including spare copies). The signed fair copies together with office copies and relevant files, if any, will then be passed on to the despatch cell.

**5.4.3.** The office copies, on receipt after despatch will be filed in the relevant file.

## CHAPTER-VI

### FILING SYSTEM

**6.1. File Register :** A record of files opened, during a calendar year will be maintained in a 'File Register'(specimen at annexure-I). A certain number of pages will be earmarked in this register for each 'Standard Head' (*see para 6.2 below*) and each page will show 3 to 5 files.

**6.1** The file register will be in the charge of the diarist of the section.

**6.2.1 Standard heads:** Each section will maintain the approved list of the main subjects dealt with by it. These subjects will be known as 'Standard Heads' and will be given serial numbers to be known as 'Standard Heads Nos'. A copy of the list will be pasted inside the file register on its first page.

**6.2.1** The list of standard heads will be scrutinized and brought up-to-date at the beginning of every calendar year. The standard heads will as far as possible, be allotted the same numbers year after year, facilitate identification and location of files. Whenever necessary a new head may be added with the approval of the section supervisor.

**6.3. How to open file:** For each subject a new file will be opened every year, the file relating to the previous year being closed as soon as possible. When it is considered necessary to open a new file the dealing hand will first ascertain the standard head under which it should be opened. He will then prepare a suitable title of the file and allot it a serial number (the next available one) under the standard head, after consulting the file register and the section supervisor.

**6.4. Title:** The title will consist of the standard head, sub-head (more indicative of the precise subject) and the issue under consideration in relation to the standard head and sub-head. It should be brief, yet fairly indicative of the issue to be decided. It should be precise and not vague or general.

**6.4.1.** There should be a separate file for each aspect of the subject. In case it becomes necessary to consider on a file; an issue or aspect other than that for which it was opened and it is not possible to deal with it separately, the title of the file should be changed or elaborate accordingly.

**6.5. Numbering:** The number given to the file will consist of:--  
---the standard head No.  
---the serial number of the file under the standard head,  
---the year in which opened, and  
---the abbreviated symbol identifying the section.

The first three elements in the file number may be separated from one another by a slant stroke and the last one by a dash. Thus, the file opened in the establishment Section of the HPSEB Secretariat during the year 1973 under standard head 6, will be numbered HPSEB (Sectt.) 6/1/73-Est.

**6.6. Constituents of a file:** There are three main constituents of a file, viz.

- file cover.
- ‘notes’ (including appendix to notes), and
- correspondence and appendix thereto

**6.7 File cover:** A file cover is meant to hold papers and to protect them from wear and tear or damage. It should also bear an index indicating, interalia.

- the organization/office/section where the file originated.
- the file number.
- the number of pages both of ‘notes’ and ‘correspondence’ portions (to be indicated at the time of closing and recording).
- the classification of the record contained in the file for purpose of retention, end
- the connected references, viz. files and other documents having bearing on the issue considered in a file.

**6.8. Notes portion:** It represents examination of receipts by the dealing hand, scrutiny by the supervisor and the final action decided upon and taken.

**6.9. Correspondence :** The third portion of the file is correspondence, which consists of all communications received (receipts,) and the office copies of the outgoing communications (‘issues’). No note sheets should be placed in this portion even while amalgamating ‘files part files’ (*see para 6.13*).

**6.10 System of placing papers:** Papers to be placed in a file will be punched neatly at the left hand top corner to the correct gauge (34<sup>th</sup> of an inch) and tagged on to the appropriate part of the file in chronological sequence from left to right or ‘book from’. Both ‘notes’ and ‘correspondence ’ will be placed in one cover tagged on left and right sides, respectively. In case the file is expected to be bulky, these may be placed in separate covers. When the number of pages in a file exceed two hundred, it should be closed and stitched and its 2<sup>nd</sup> volume may be opened.

**6.10.1** Miscellaneous papers (e.g. reminders, acknowledgements) and routine notes, may be kept in separate covers below the file and destroyed after they have served their purpose. The main file should not be cluttered with un-necessary papers and duplicate copies.

**6.11. Serial numbering :** Every page in each part of the file will be consecutively numbered in separate series. Blank intervening pages, if any will not be numbered. In the correspondence portion, the first page of 'receipts' and 'issues' may be given separate serial number, in right hand top corner, in red ink. The serial numbers should not be confused with page numbers.

**6.12. Docketing :** Docketing is the process of making entries in the notes portion about each serial number (receipt or issue) in the correspondence, for bringing it into correct perspective in the notes. A receipt/issue will be docketed by writing (or typing) in red ink across the page, the serial number given to it, followed by its own number and date and the designation or name of the sender/addressee.

**6.12.1.** Docketing is the function of the dealing hand.

**6.13. Part files:** A part file may be opened only when the main file is not likely to be available for some time or when it may be necessary to consult simultaneously other wing(s) of the organization by referring the file as such. It should be incorporated in the main file as soon as the latter become available.

**6.13.1.** The fact that it is a part of file should be indicated on the file cover.

**6.14. Movement :** All movements of file will be entered in a register called File Movement Register (form at annexure-II). All file will be routed through the clerk incharge of register, who will record each movement in chronological order, one below the other in appropriate columns. The movement of secret/confidential files will be kept in separate register which will be maintained in the custody of the section supervisor (para 9.5 refers).

**6.15. Referencing and use of slips:** Referencing is the process of putting up and referring to connected records, precedents, rules, regulations or any other documents having a bearing on a case. Such papers will be flagged with slips as explained below to facilitate their identification. In this connection, the following guide lines will be kept in view by each dealing hand:--

(i) The paper under consideration should be flagged 'PUC' while subsequent fresh receipt noted upon be flagged as F.R. (FR-I, FR-II and so on in case of more than one fresh receipt):

(ii) While referring to PUC or FR or any other receipt (or issue), in the noting Page number of correspondence should invariably be referred to in the margin.

(iii) Connected files (closed or current), rules regulation or any other documents will be flagged with alphabetical slips (A. B. C.) for identification and

this papers therein to in the nothing may be referenced as A/5. B/6 (in case of files as A/5C in respect of ‘correspondence’ portion and A/5N in respect of (notes portion) in the margin of note. The number of such files should, however, be quoted in the body of the note as also the number and dates of orders notification, instructions and brief title of acts and rules and the relevant section, rules clause etc. This facilitates their indentification at subsequent stage; and

(iv) Reference slips will be pinned on the inside of relevant pagers keeping the pointed portion behind the slip and will be spread over the breath of the file to facilitate indentification.

**6.16 Arrangement of papers in a case.** These papers on a case will be placed on the following order from top downwards, while being put up:--

--reference books.

--notes ending with the note for consideration.

--draft(s) for approval.

--correspondence containing the ‘PUC’ and the latest receipt or issue as the case may be.

--other papers referred to, arranged in chronological order, the latest being placed on top.

--recorded files arranged in chronological order; the latest being placed on the top; and.

--routine notes/papers in the separate cover.

**6.17. Priority marking:** The two authorized urgency gradings of cases/papers are “immediate” and “Priority”. The former is to be used in cases requiring prompt attention while the latter would signify the need for giving precedence over cases not bearing any urgency grading. In case of Assembly/Parliament question, special urgency level “Assembly/Parliament Business” should be used to indicate the necessity of according first priority.

**6.17.1:** The dealing hands and the supervisors should ensure that the cases put up for orders are properly constituted. A little extra care at their level would aid full understanding of the case and its quick and correct disposal.

**6.18 Recordings:** Recording is the process of closing a file after action on all the issues considered therein, has been completed and includes a series of operations viz., completing reference; removing routine papers, if any, revising the file title, if necessary, changing the file cover and stitching the file.

**6.19. State of recording:** When the dealing hand is satisfied that all action on the issues considered in a file has been completed, he will put it up to the section supervisors for his approval to its being recorded under appropriate classification A, B or C.

(Files containing papers of ephemeral nature or of little reference value, will be destroyed after one year without being recorded).

**6.20 Classification:** Record may be classified in three categories :

Category 'A'—meaning 'keep and print' will consist of such records in which important questions have been discussed or which contain orders establishing important precedents, general instructions or ruling of a permanent importance, and which are likely to be required for frequent reference.

Category 'B'—keep but do not print will cover records which will contain orders and instructions, etc., requiring preservation for administrative purposes.

Category 'C'—meaning destroy after a specified period will consist of files of secondary importance and having reference value for a limited period (not exceeding 10 years).

**6.21 Preparing a file for recording:** After a file has been approved for recording the following action will be taken by the dealing hand :-

- (i) Revision of title of the file, where necessary;
- (ii) Completing reference including indicating previous and later references on the subject on the file cover and removing flags/slips, routine notes & papers ;
- (iii) Getting the damaged papers repaired, cover changed and the file stitched; and
- (iv) Initialing entries on the file cover and submitting the file to the section supervisor.

**6.21.1.** The supervisor will satisfy himself that all action in respect of preparing the file for record has been completed, mark it for record and initial at appropriate place on the file cover, in token of his final approval for being recorded (In case of a file proposed for recording under 'A' category, approval of next higher officer will be taken).

**6.21.2.** Appropriate entries will be got made in columns 4 and 5 of File Register and File Movement Register (see paras 6.1 and 6.14 refer) to register the fact of the file having been recorded.

**6.22. Custody:** Recorded files will be stored in serial order of standard head No. and sub-head number in the section for not more than 3 years. Thereafter they should be sent to the Central Record Room (see Chapter VIII).

Annexure-I  
(see para 0.1)

**“FILE REGISTER”**

Standard Head No. \_\_\_\_\_

Standard Heading \_\_\_\_\_

File No.	Subject	Date of		Classification and year of review	Remarks
		Opening	Closing		
1	2	3	4	5	6

Annexure-I  
(see para 6.14)

**FILE MOVEMENT REGISTER**

File No. \_\_\_\_\_

Subject \_\_\_\_\_

To whom	Date	To whom	Date	To whom	Date	To whom	Date	
		(PART FILE)						

**File No.** \_\_\_\_\_

**Subject:** \_\_\_\_\_

\_\_\_\_\_

		(PART FILE)						

## CHAPRER-VII

### RECORD MANAGEMENT

**7.1. What constitutes record:** Information, an important input in decision making is generally conveyed through documents (e.g. letters, reports, forms, etc.) and is generally stored in files and registers. All these papers, document file and registers constitute 'record'.

**7.2. Record management:** Management of record is one of the most important functions of any office. It embraces :

- (a) Controlled creation of record to avoid needless multiplicity;
- (b) Classification of paper according to planned system to ensure unity of relevance and facility of retrieval;
- (c) Care and custody of papers for reference (and research) needs;
- (d) Controlled supply of papers for administrative (and research) purposes; and
- (e) Final disposition of papers for destruction and preservation, depending upon their value.

**7.2.1.** Efficient records management, on the other hand is dependent to a large extent on:--

- (a) Sound filing system (see chapter on "(filling System)")
- (b) Properly designed information system, so that reports and returns prescribed are the minimum necessary for efficient functioning;
- (c) Form design and control to ensure simplicity and economy; and
- (d) Record scheduling programme, which envisages prescription of rational retention periods for different types of records.

**7.3. Evaluation of record:** The evaluation of records for the purpose of determining the retention period has to be undertaken in the light of the following value specifications:

- (i) Administrative needs,
- (ii) Legal compulsions,
- (iii) Fiscal value, and
- (iv) Information data value,

For this purpose records should be inventoried grouped and then reviewed to establish their retention periods. The review sheet at annexure-I would be useful for this purpose.

**7.4. Central record storage:** A two tier arrangement for storage of record is envisaged for the offices of the Board. As already mentioned in para 6.22, the active record will be stored in the sections upto three years, where as the dormant record (more than 3 years old after closing) will be consigned to the Central Record Room.

**7.4.1.** Each section will maintain a 'Register for Watching the Progress of Recording' in the form at annexure-II. The records due for transfer to the Central Record Room will be located from this register. The section incharge will get such records (files, etc.) sorted out and arranged year and number wise and entered in a 'List of Files' (at annexure-III). He will get this record reviewed before being transferred, and weeded out those which need not be retained. Separate lists will be prepared for old files (requisitioned earlier from the Central Record Room) and new files. All records transferred to Central Record Room will be accompanied by such lists in duplicate. The Central Record Room will tally the list with the record received, retain one copy and return the other, duly acknowledged, to the section concerned.

**7.4.2.** The Central Record Room will maintain a Record Review Register (specimen at annexure-IV) with pages allotted to each future year. 'C' category record (para 6.20 refers) marked for destruction in a particular year, will be entered in the pages allocated for that year in the register. The record may be weeded out accordingly on the expiry of the retention periods, unless recalled and decided to be retained further or up-graded to class 'B' with the approval of the Branch Officer. On being weeded, the record concerned will be destroyed after making entry in column 4 of the "List at annexure-III".

**7.4.3.** Category A & B record will be reviewed every 25 years after being sent to Central Record Room.

**7.5. Requisitioning of records:** The record consigned to the Central Record Room will be requisitioned, when required on the "Requisition card" (specimen at annexure-V). The card will be kept by the Central Record Room in place of the record issued.

**7.5.1.** In case a requisitioned file obtained for being put-up with a particular case, is put-up with another, a fresh card should be given to the Central Record Room which will replace the original requisition card, returning it to the section/official concerned.

**7.5.2.** On receipt back of the requisitioned record, it will be restored to its place and the requisition card returned to the section/official concerned.

**7.5.3.** Record obtained from the Central Record Room will be returned immediately after it has served the purpose for which it was requisitioned. A simple “call register” will be maintained by the Central Record Room for reminding the sections concerned in case the requisitioned record is not received back within 3 months.

**7.6. Indexing:** Index is an aid to tracing the records required for reference, without waste of time and labour.

**7.6.1.** The index is essentially to be found in the title of a file which includes :-

--index head i.e. the standard head or 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

--the index sub-head i.e. the catch word(s) in the standard sub-heads and/or the content of the title which will give further and more specific clue to the record under search.

After the index heads and sub-heads have been indentified, as many index slips as there are index heads and sub-heads in the title, will be typed out in duplicate (index head and sub-heads will be distinguished by typing the former in capital letters). At the top of the index slips, all the heads and sub-heads mentioned in the title, one below the other, will be indicated, followed by the complete title of the file and file number. A pair of slips will be allotted to each index head and sub-head by scoring-out entries relating to the others.

Index slips will be arranged in two sets one in alphabetical order of the head/sub-head and the other in the sequence of file numbers in respect of each year, separately. Consolidated index for an office could be compiled with the help of these index slips and got cyclostyled for use as reference aid.

*Annexure – I*  
*seepara 7.3*

### **RECORD REVIEW SHEET**

1. Description of record.
2. Office and section concerned.
3. Frequency of reference.

4. Purposes for which required for reference.
5. Assessment of value of record from;
  - (a) Administrative angle
  - (b) Financial angle
  - (c) Legal angle
  - (d) Historical angle
6. Is any part of the record available any where else ? If so, where and to what extent?

*Annexure – II*  
*seepara 7.4.1*

**REGISTER FOR WATCHING THE PROGRESS OF RECORDING**

Section \_\_\_\_\_ Month & year \_\_\_\_\_

File marked for record during the month		Files recorded during the month	
Sr. No.	File No.	Sr. No.	File No.
1	2	3	4

*Annexure – III*  
*seepara 7.4.1*

**LIST OF FILES TRANSFERRED TO CENTRAL RECORD ROOM**

Office \_\_\_\_\_ Section \_\_\_\_\_

Sr. No.	File No.	Classification and year of Review/destruction	Date of actual destruction
1	2	3	4

**RECORD REVIEW REGISTER**

(for category 'C' record)

Office \_\_\_\_\_ Year of review \_\_\_\_\_

<b>File No.</b>	<b>File No.</b>	<b>File No.</b>
-----------------	-----------------	-----------------



**RECORD REQUISITION CARD**

<b>Date</b>	<b>File No. requisitioned</b>	<b>File No. or Diary No. with which to be put-up</b>	<b>Requisitioning section/ official</b>	<b>Signature of requisitioning official</b>	<b>Date of return</b>	<b>Initials of Incharge record room</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

## CHAPTER-VIII

### **CENTRAL RECORD ROOM**

**8.1. Introductory:** The record storage system conceived for the offices of the Board envisages a two tier arrangement, under which active record viz., current files and closed ones, up to three years old, are to be maintained in the sections concerned, while the rest of the 'dormant' or non-current record is to be transferred, on the expiry of the three calendar years of its closing to a central repository to be called the Central Record Room.

**8.2. Objective :** The object of establishing the central record room is to introduce an efficient system of administering the records which have passed the currency and semi-currency stage. It visualizes the proper housing and up-keep of these records, their easy retrieval for administrative and other purposes and their systematic review to strip them of external and superfluous components and weeding out the dead records to effect savings on cost of maintaining retaining and preserving the record.

**8.3 Functions :** The main function to be performed by the central record room, thus are:

- (i) to concentrate at one-place, all the non-current records of an office, both confidential and non-confidential;
- (ii) to house them in properly equipped accommodation ;
- (iii) to arrange and classify them on scientific principles;
- (iv) to ensure their proper and value based preservation and rehabilitation;
- (v) to provide the record with the necessary reference media e.g. index, and
- (vi) to provide efficient retrieval service by making them quickly available to the user; and
- (vii) to ensure weeding out of 'dead' records to make room for the fresh ones.

This it is expected to under take whole account of the record management activities so essential in the present times, due to the rapid growth in volume and characteristics of the modern records.

**8.4. Set-up:** A central record repository may be housed in a single fair sized room or more than one room, depending upon the volume of records anticipated to be handled by it, it is provided with the following fixtures and equipment:--

- (i) Steel racks. Each rack may have upto seven shelves. So that the height of the rack will be 6 to 7 feet so as to be within the reach of the person standing on the floor. These racks may be placed, back to back, in room to make for

maximum utilization of space, and secured with the specially designed retaining steel bars.

- (ii) Fire extinguishers (drytype) fitted at strategic places in the records room;
- (iii) Vacume cleaner for extracting dust that settles on the files;
- (iv) Stapling machine for stitching the files;
- (v) Insecticides (e.g. Flit) to be sprayed on the walls of the record room by means of hand sprayer (No spraying is to be done on the records);
- (vi) Lights fitted suitably to illuminate the entire height of the racks;
- (vii) Deoderisors provided at convenient points, to contract the stale and musty odours common to storage places
- (viii) Boards prohibiting smoking and use of naked flame in the record room;
- (ix) Naphthalene bricks for placing on shelves at distance of every 5-6 feet as deter ant to insects;
- (x) Exhaust fans, if necessary, to secure air circulation.
- (xi) Fine-mesh spring doors to facilitate ventilation and at the same time precluding excess to rats and others pests;
- (xii) Office furniture for the staff.
- (xiii) Ply wood boards for securing the bundles of files;
- (xiv) Material for repair of records; and
- (xv) Log-Line for binding the bundles.

**8.5. Staff:** The strength of the staff for the central record room will depend on the volume of work it has to handle. Basically, it will have the following minimum staff:

1. Head clerk/Assistant/UDC (incharge)-I
2. Lower Division clerk-I
3. Daftri-I
4. Peon-I or 2.

In the case of smaller offices like Divisions, where full-time work-load may not be forthcoming for this much staff, variations may be made by devising working arrangements.

**8.5.1.** The Central record Room should be under the administrative control of General branch/section.

**8.6. Arrangement of records :** The records, after they are received in the central record room, should be kept according to the office/branch/section of origin and arranged chronologically year-wise and serially, following a definite continuous course. It will make for speedy picking of records, if indicators are fixed to the racks, facilitating location of record of a particular office/branch/section.

**8.7. Procedure :** The list of files received from sections/offices at the time of transfer of non-current record to the central record room, would be carefully preserved in sectional folders or preferably by pasting or blinding them in a register. With the aid of these lists, separate lists, according to the year of destruction of the files, prepared 'Record Review Register' (para 7.4.2 refers). This will enable the record room staff to easily indentify and pick-out the files to be weeded out in a particular year.

**8.7.1.:** The destruction of record, due for being weeded out in a particular year, will be under-taken by the personnel of record room immediately on the commencement of the year and completed before its close. The incharge of the record room will satisfy himself that a particular record or file is absolutely ripe for destruction, will have made appropriate entry in the relevant column of the "List of files" (para 7.4.1 refers) and authenticate it before actually destroying the file by tearing into bits and then burning it.

**8.8. Indexing:** Indexing of the administrative record is done to provide means of tracing it without much waste of time and labour. Indexing is primarily to be done by the record creating agency (office or section). Where this has not been done or not done properly, the Central Record Room will undertake this work in respect of records transferred to it, to ensure efficient servicing to the users of records.

**8.9. Precautions against insects and pests :** Breeding of insects in a record room is facilitated, if there are dark and dingy places, cracks, crevices and loose joints in floor and wall. Attention to these minor defects in the record room, as soon as these are noticed eliminate the possibility of insects sheltering in these places and destroying the records. Presence of edibles also attract insects and should, therefore, not be allowed in the record room.

**8.9.1.** Spraying the walls and floors with insecticides and placing naphthalene, bricks on shelves (bricks weighing 1 lb. each are available commercially) will help fighting away record eating insects and pests.

## CHAPTER-IX

### **SECURITY OF OFFICIAL INFORMATION AND DOCUMENTS**

**9.1. Introductory:** An employee of the Board is prohibited from communicating, without specific authority to any one including a fellow employee any information or document acquired by him in course of his official duties, unless he may be authorized to do so. This inhibition applied equally to indiscrete conversation, correspondence or communication in or outside the office, in connection with official secrets. Any infringement of these provisions is punishable under the Indian Official Secret Act, 1923.

It is the responsibility of every employee of the Board not only to safe-guard the security of secret and confidential documents/information, but also to bring forthwith to the notice of this superior officer, any dereliction of duty in this regard that may come to his notice.

**9.2. Treatment of classified documents:** Any document bearing security grading e.g. secret, confidential, etc., is known as classified document. Such documents are intended for the perusal of limited number of persons who may have direct concern with the subject matter contained therein and should, therefore, be dealt with by officer(s) specified to handle them. It is not necessary to have a separate secret section to deal with classified papers, but a classified document should be dealt with only by the section which is concerned with its subject matter. Other sections should not, normally, have access to such documents. Special arrangements should be made for typing despatch and safe custody after disposal.

**9.3. Handing of classified papers in section:** The official handling classified paper should be of proven reliability and should be provided with adequate security which includes segregation from other officials. As far as possible, the section incharge should himself deal with classified cases and they should not be sent to record keepers for putting up papers. For the purpose of registration and movement, separate register will be maintained in the form at annexure-I.

A strict account of the number of copies prepared of a classified document, should be kept and each copy must be accounted for at all times. All drafts, rough notes and other routine papers, as are no longer required after the fair copies have been prepared, should invariably be destroyed. Similarly, spare copies of all kinds, whose retention may not be necessary, should be weeded out. Else, these should be kept separate from the files, in the safe custody of the section supervisor.

**9.4. Typing and despatch of classified communications :** When a confidential/secret letter has to be issued, the section supervisor or the dealing hand should have it

typed (or cyclostyed) and dispatched under his personal supervision. Also, only the material to be typed (and not the file) should be given to the typist. Imperfect copies, if any, should be treated as secret waste and should be destroyed by burning. The name of the typist should be noted on the manuscript or typed copy, if the manuscript is to be destroyed.

**9.4.1:** A classified paper, before being sent for despatch, should be enclosed and sealed in an inner cover baring clearly both the address and security marking. The inner cover must invariably be an unused one so that the recipient may be able to verify that there has been no Tempering in transit. The messenger carrying the classified covers should not leave them unattended before their actual delivery at the destination.

**9.5 Custody of secret/confidential files:** The secret and confidential papers, including register, should be kept under lock and key by the section supervisor and the key (duplicate to be with the branch officer in case papers are required in the absence of the section supervisor) should be kept in his personal custody. No one should be allowed access to the almirah or box where the papers are stored. Movement of such papers, unless carried by hand and passed on direct should be under sealed cover. In latter case, the date on which it is sent and the diary No. of the case should be indicated on the cover or on the economy label. The officer sending such paper should also affix his initials or signature are on the portion of the slop in such a way that part of the initials/signature are on the portion of the slip attached to the flap of the envelop and the rest on the remaining portion of the slip.

**9.6. Transmission of classified documents by post or at the residence of an officer:**

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, if any, should be mentioned on that cover. The outer cover should bear the name and official designation of the addressee and the name of the dispatching office. The number of the classified document may also be given on the outer cover, if it does not in any way divulge the nature or classification of the documents contained in the inner cover.

**9.7. Communication of information to the press:** Official information to the press and other news media i.e. radio, television, etc. will be communicated under the express authority of the Secretary..... Only the Chairman of the Board or any other Officer specifically authorized on his behalf, may give information or be accessible to a representative of the press. Any other officer, if approached, will direct him to the Chairman or any other authorized Officer or the Board.

**9.8. Use of restrictive classification for printed material:** The restrictive classification “For official use only” will not be assigned to any printed report, pamphlet or compilation, unless it contains information which would not be desirable, in the public interest, to disclose.

**9.9. Miscellaneous instructions:** For typing classified documents, the typist should preferably employ used carbons.

(ii) Stenographer taking dictation on cases of classified nature, should keep his notebook under lock and key so that none else has access to it. The note books should be destroyed after six months.

(iii) Classified papers should not be left lying un-guarded on the desk or in the room. These should be locked even during short absence from the desk.

(iv) An officer having classified documents in his charge, should on vacation of his post, hand them over with a list to his successor, obtaining receipt. In case no relief has been posted at the time, such papers will be handed over to his immediate superior and a receipt obtained in token thereof.

(v) Matters of secret/confidential nature should not be discussed on telephone.

*Annexure – IV*  
*seepara 7.4.2*

**CONFIDENTIAL REGISTER**

\_\_\_\_\_ Section

Diary No.	Nos. and date of receipt	Date of receipt	From whom	Subject	Date of Submission and whom	File No.	Remarks
1	2	3	4	5	6	7	8

## CHAPER-X

### CHECKS ON DELAYS

**10.1. Introductory :** Office is the 'nerve centre' of activity of any organization, big or small. It, performs multifarious tasks essential to keep the wheels of an organizations moving. Naturally, therefore, the speed of their motion and the effectiveness of the organization, is dependent, to a large measure, on the efficiency with which the various tasks are handled by the office. It, therefore becomes necessary that built-in system of checks and controls is devised to guard against delays or oversights.

**10.2. Methodologs :** A simple method would be prescribed time limits for disposal of various types of cases. This by itself, would be futile for the reasons that time limits prescribed are rarely adhered to and to visualize the time factor involved in processing all types of cases, would be an endless exercise. The Practical to devise system which ensures that all that happens (and also that does not happen) is simple manner and this recorded in record should enable tracing the line of movement of papers and the bottleneck points.

**10.3. Control-aids :** Basically, the element of control comes into play the moment a paper enters an office, through the process of diarisation in central registry and/or section concerned. From that point its Journey is recorded in the 'Dealing Hands Diary (vide para 2.1) and File Movement Register (vide para 6.14). The other important aids to keep a watch on the progress of cases are:--

- (i) Register for keeping a watch on progress of disposal of communications/from Ministers/MPs/MLAs (specimen at annexure-I).
- (ii) Register of progress on Parliament/Assembly questions (specimen at annexure-II).
- (iii) Register of assurance in Parliament/Assembly (specimen at annexure-III).
- (iv) Check list for periodical returns (specimen at annexure-IV).

**10.4. Checks on delays:** Apart from the control aids mentioned in foregoing paragraphs it is necessary to keep a watch on the disposal of receipts by weekly checking of the 'Dealing Hand's Diary' by the section supervisor/branch officer to sport out the receipts/files which may be pending with the dealing hands for more than 7 days and the reasons for delay. The section supervisor/branch officer will give suitable directions, devise measures, fix targets of disposal and enforce them.

**10.4.1.** In addition a monthly arrear statement will be prepared by each section in respect of cases inordinately delayed, which would enable the indentification of trends in work disposal and causative factors for delays.

**10.5. Monthly arrear statement :** This statement (from at annexure-V) will include cases pending disposal for over a month and will be prepared by each dealing hand on the last working day of the month and submitted to the section supervisor, Detailed reasons for delay of more than a month, will be given by him in the appropriate column (column 3), indentifying clearly, the bottlenecks involved in progress the case. Separate sheet will used for reporting each such case. The pending cases relating to the period prior to the month under report (i.e carryover from the previous months) should also be included and accounted for.

**10.5.1.** The section supervisor will have the sheets arranged in the ‘sectional folder’ in the chronological order of the date of commencement of cases, including these pending with him, if any, for more than a month, append his remarks on each sheet before putting up to the next higher (branch) officer.

**10.5.2.** Alongwith the monthly arrear statement, the section supervisor should get prepared and submit a numerical abstract, in duplicate of such cases in the form at annexure-VI.

**10.5.3.** The branch officer will send one copy of the numerical abstract to the Management Service unit, which will.

- post the figures on its basis, for the office as a whole (in the form at annexure-VII).
- analyses trends of disposal, and
- bring out special features for the information of the administrative head of the office concerned.

The monthly reports alongwith a copy of the numerical abstract will be put-up by the branch officer to higher level(s) Secretary and Member (Administration ), in case of the Board secretariat ), with concrete suggestions to remove the bottlenecks and smoothen out the progress of cases.

**10.6. Time schedule :** The time schedule for submission of the monthly arrear statements will be as under :--

- (i) Dealing hand.....Last working day of the month under report.
- Section supervisor .....1<sup>st</sup> working day of the succeeding month.
- Branch Officer.....2<sup>nd</sup> working day of the succeeding month.

ANNEXURE – I  
(see para 10.3)

Register for keeping watch on disposal of communication received from Ministers/MPs/MLAs.

Sr. No.	No. and date of communication	Source	Subject	File No.	Date of acknowledgement	Date of final reply	Remarks
1	2	3	4	5	6	7	8

ANNEXURE – II  
(see para 10.3)

Register to watch progress of Parliament/Assembly question

\_\_\_\_\_ Section.

Sr. No.	No. of starred/unstarred question	Diary No.	Subject	Due date for reply	Date on which reply sent	Remarks
1	2	3	4	5	6	7

ANNEXURE – III  
(see para 10.3)

Register of assurances in Parliament/Assembly.

\_\_\_\_\_ Section.

Sr. No.	Date of assurance	Reference (question, bill, resolution, motion etc.)	Subject	Assurance given	How fulfilled	Date on which report sent to Administrative Department
1	2	3	4	5	6	7

ANNEXURE – IV  
(see para 10.3)

Check list for periodical returns for the year \_\_\_\_\_

Sr. No.	Title of the return and file No.	Periodicity	Due date of receipt/despatch											
			Jan.	Feb.	March.	April	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

**INCOMING**

**OUTGOING**

ANNEXURE – V  
(see para 10.5)

**Statement of cases pending for over a month**

File/Diary No. \_\_\_\_\_ Month \_\_\_\_\_

\_\_\_\_\_ Section.

Subject \_\_\_\_\_

Name & Designation of Official/officer with whom pending <b>1</b>	Pending since <b>2</b>	Detailed reasons <b>3</b>	Remarks by supervisor <b>4</b>

ANNEXURE – VI

(see para 10.5.2)

Numerical abstract of cases pending disposal for over a month.

Year.....

..... Section

As on the last day of 1	Number of cases pending disposal					Total (Col. 2-6) 7	Initials of supervisor 8
	Between 1&3 months 2	Between 3 & 6 months 3	Between 6 & 9 months 4	Between 9 & 12 months 5	More than 12 months 6		

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

ANNEXURE – VII  
(seepara10.5.3)

**Consolidated numerical abstract of cases pending for more than a month.**

**Month ending .....**

**Office.....**

Sr. No.	Name of Section	Number of cases pending disposal					Total (Col. 3 to 7)	Variation from previous month (in respect of col.8)
		Between 1 to 3 months	Between 3 to 6 months	Between 6 to 9 months	Between 9 to 12 months	More than 12 months		
1	2	3	4	5	6	7	8	9

## CHAPTER-XI

### INSPECTIONS

**11.1. Purpose and periodicity:** Each section, in an office of the Board, will be inspected once a year to check whether the procedure prescribed in the foregoing chapters is being followed. The inspection will be carried out by an officer of the Management Service Unit or any other officer on its behalf of or above the rank of Assistant Director.

**11.1.1.** The questionnaire (at annexure) will be used for purpose of inspection.

**11.2. Inspection Programme:** The Management Service Unit will draw a quarterly programme of inspection indicating the name of offices and the month in which inspections are to be conducted for approval of the prescribed authority. The inspection will be carried out accordingly, during the quarter.

**11.3. Inspection report:** The inspecting officer will present the report to the branch officer concerned (or the officer to whom the work of the section is submitted), endorsing a copy to the section supervisor concerned. Before finalizing his report the inspecting officer will discuss the main points with branch officer (or Officer incharge) to elicit his opinion or additional information, if any. The section supervisor will take necessary action to remove and rectify the defects pointed out, implement other suggestions made in the inspection report and submit the compliance report to the branch officer (or the officer incharge) who in turn will send it to Management Service Unit within one month. The Management Service Unit will, submit it to the prescribed authority bringing out significant points emerging from the inspection and failures in compliance, if any.

**11.3.1.** Surprise inspection may also be carried out by the Management Service Unit as and when required.

**11.4. Departmental inspection:** Apart from the annual general inspection the section supervisor will inspect (as per the proforma at Annexure II) each functionary in his section at least twice a year to examine the general state of work, the maintenance of prescribed registers charts and returns tidiness etc. The inspection note will be submitted by him to the branch officer (or the officer incharge).

*ANNEXURE – I*  
*(see para 11.1.1)*

#### **Questionnaire for inspection by the Management Service Unit**

Office \_\_\_\_\_ Section \_\_\_\_\_

Name of Branch Office \_\_\_\_\_

Name of Supervisor \_\_\_\_\_

Date of Supervisor \_\_\_\_\_

Last inspection \_\_\_\_\_ Present inspection \_\_\_\_\_

**PART-I**

1. Action taken on the last inspection report.

2. (i) **Strength:** **Sanctioned Imposition**

(a) Assistants/Head Clerks.

(b) U.D.Cs.

(c) L.D.Cs.

(d) Daftri.

(e) Peons.

(f) Other class IV employees.

(ii) **Reason for shortage.**

3. **Attendance**

(a) Punctuality on the day of inspection.

(b) Is Attendance Register marked with time of arrival/departure ?

(c) Is it submitted to branch officer daily or occasionally ?

4. **Diaries/registers :**

(a) (i) Is section diary maintained and according to prescribed form/instructions ?

(ii) Are receipts made over to dealing hands on the day of receipt in the section?

(b) (i) Is 'Dealing Hands Diary' being maintained by each dealing hand and checked every week by section-supervisor ?

(ii) Is adequate action being taken to dispose of cases pending for more than a week ?

- (c) Are the following registers being maintained properly :--
- (i) File register.
  - (ii) File movement register.
  - (iii) Reminder register.
  - (iv) Register for keeping watch on disposal of communications received from Ministers, M.Ps., and MLAs.
  - (v) Register of Assurances.
  - (vi) Register of progress of Parliament/Assembly questions.
  - (vii) Typist diary.

**5. Central Registry :**

- (a) Proper maintenance of :
- (i) Diary register.
  - (ii) Despatch register.
  - (iii) Stamp account register.
  - (iv) Invoices.
- (b) (i) Is stamp register being checked by the supervisor daily ?  
(ii) Is value of stamps in hand being tallied with that shown in stamp account register once a month by supervisor ?
- (c) Is list of subjects dealt section-wise with the registry, up-to-date ?
- (d) Is list of postal/telegraphic addresses of offices and residential address of officers being maintained ?
- (e) Dak/draft for issue lying pending.

**6. Records :**

- (a) Are records being stored properly and tidily ?
- (b) Is register for watching the progress of recording being maintained?
- (c) (i) Are more than 3 years old files being transferred to Central Record Room regularly ?  
(ii) Are lists of files transferred to Central Record room being properly maintained?
- (d) (i) Who maintains classified record and register therefore ?  
(ii) Is full account of classified papers being maintained ?

**7. Reports and returns :**

- (a) Is check list for reports and returns being maintained ?
- (b) Are periodical returns being submitted punctually ?

**PART-II**

<b>8.</b>	<b><u>State of work:</u></b>	<b>During proceeding 12 months</b>	<b><u>During 12 months proceeding last Inspection.</u></b>
-----------	------------------------------	--	--

- A. (i) No. of receipts received.
- (iii) No. of files opened.
- (iv) No. of files marked for record.
- (v) No. of files recorded.
- (vi) No. of files transferred to record room.

<b>B.</b>	<b>Number of cases pending disposal for :</b>	<b>At the end of the month proceeding the date of</b>
-----------	---	---

<hr style="border: none; border-top: 1px solid black;"/>	
<b>Present Inspection</b>	<b>Last inspection</b>

- (i) 1 to 3 months.
- (ii) 3 to 6 months.
- (iii) 6 to 9 months.
- (iv) 9 to 12 months.
- (v) More than 12 months.

**C. Number of Parliamentary/Legislative assurances pending for :**

- (i) 1 to 3 months.
- (ii) 3 to 6 months.
- (iii) More than 6 months.

**9. Work aids**

- (i) List of guard files.

- (ii) **List of reference folders.**
- (iii) **List of Act, Rules and other reference books (Specify those not maintained but ought to be maintained).**
- (iv) **Precedent note book.**
- (v) **List of subject/ work distributed within the section.**

**10. Submission and processing of cases :**

- A.** From a sample of 5 current cases being submitted to branch/higher officer or returning from him indentify the number of.
- (i) files in bad state of appearance.
  - (ii) files improperly constituted and
  - (iii) papers, etc., on a case not arranged properly.
- B.** From a sample of 10 draft marked for issue or received after typing, state the number of.
- (i) drafts not letter-perfect :
  - (ii) drafts with which files needlessly sent,
  - (iii) enclosures not clearly marked special mode of despatch, if required not indicated.
- C.** From a sample of 5 cases pending for more than a month indicate the number where.
- (i) directions for disposal by higher officers not followed.
  - (ii) Not included in the succeeding monthly statement.

**PART-III**

**11. Summing up :**

- (i) Brief recapitulation of defects/short-comings desired to be rectified and any other comments/suggestions.
- (ii) General assessment of the performance of the section including comparative appraisal with reference to last inspection.
- (iii) Suggestions if any, received from the staff with inspecting officers comments.

Date\_\_\_\_\_

Signature of inspecting officer.  
Designation :

**Performa for Inspection note by section supervisor**

1. Office \_\_\_\_\_ Section \_\_\_\_\_
2. Name of the section supervisor \_\_\_\_\_
3. Date of :
  - (a) Last inspection \_\_\_\_\_
  - (b) Present Inspection \_\_\_\_\_
4. Action taken on the last inspection report.
5. (a) Strength .
  - (i) Assistants/Head Clerks.
  - (ii) Upper Division Clerks.
  - (iii) Lower Division Clerks.
  - (iv) Daftri
  - (v) Peons.
  - (vi) Other class iv employees

(b) Reasons for shortage, if any.
6. Diary/Registers:
  - (a) Whether all the receipts received in the section are being entered in the section diary ?
  - (b) Whether all the receipts marked to individual functionaries are being entered in the dealing hands diary ?
  - (c) Whether all the columns are being properly filled ?
  - (d) Are the following registers being maintained properly and up-to-date ?
    - (i) File register.
    - (ii) File movement register.
    - (ii) Reminder register (whether reminders sent on due date ?

- (iv) Register for keeping watch on disposal of communications received from Ministers/MPs/MLAs.
  - (v) Register of Assurance
  - (vi) Register of progress on Parliament/Assembly questions.
  - (vii) Typist diary.
  - (viii) (In respect of Central Registry Only).
  - (a) Diary register
  - (b) Despatch register
  - (c) Stamp account register
  - (d) Invoice/challan folder.
  - (ix) Register for watching progress of recording.
7. Are the under mentioned work-aids being maintained properly and up-to-date ?
- (i) Guard files.
  - (ii) Reference folders.
  - (iii) Precedent book.
  - (iv) Acts, Rules and other reference books (alongwith amendment slips)
  - (v) Check list for periodical returns.
8. Inspection of dealing hands desks :
- (i) Assessment regarding disposal of receipts/work.
  - (ii) Methodicity.
  - (iii) Have returns been sent on due date ?
9. Records :
- (i) Have files been recorded on completion of action ?
  - (ii) Are records being stored properly ?
  - (iii) Have more than 3 years old files been transferred to Central Record Room ? and the lists of files transferred being maintained properly.
  - (iv) Is indexing being done ? Is it up-to-date ?
10. Remarks regarding general neatness and tidiness.
11. Remarks regarding the punctuality performance and quality of work in respect of each office hand in the section.
12. **Suggestion :**

**Dated :**

**Signature;  
Designation :**

**Remarks of Branch Officer/ Officer in charged  
Date :**

**Signature :  
Designation :**

**Copy of Letter No. HPSEB / SECTT / 86-21/84-49025-184 dated  
23.5.1984 from Secretary HP SEB, Shimla.**

**HIMACHAL PRADESH STATE ELECTRICITY BOARD**

“O&M UNIT”

Office order No. 68/HPSEB/Seckt/84-

Dated: 23.5.1984

The Himachal Pradesh State Electricity Board is pleased to prescribed the duties and responsibilities of the Public Relation officer working in the HPSEB in the form of “Job Description sheet” enclosed as Annexure “A”. This will be added to the Himachal Pradesh State Electricity Board “Manual of office Procedure”.

SD/-  
Secretary  
H.P. State Electricity Board  
Shimla

**Annexure-A**

**JOB DESCRIPTION SHEET**

**DUTIES OF PUBLIC RELATION OFFICER WORKING IN THE HPSEB**

1. Collection and dissemination of data concerning development activities and information relating to Rural Electrification connections. Planning and Design Directorate and Hydel Projects on going as well as those to be taken in hand.
2. To high-light activities of the Board in the Press. All India Radio, T.V.Films and other available media, General Publicity and arrangements of Press conferences and preparation of relevant write ups for the purpose for Chairman. Members of the Board and Secretary.
3. Drafting and preparation of display advertisements of the Board by making advance planning in this behalf and its release to the various publicity media.
4. Cultural Activities of the Board.
5. To maintain liberary of the Board.
6. To Edit House Journal.

SD/-  
Secretary  
H.P. State Electricity Board  
Shimla-171004.

**Copy of Letter No. HPSEB (SECTT)/86-21/85-66352-521 dated 17.5.85  
from Secretary HP SEB, Shimla.**

**HIMACHAL PRADESH STATE ELECTRICITY BOARD**

“O&M UNIT”

OFFICE ORDER NO 81/HPSEB (SECTT)/85

Dated: 17.5.1985

The Himachal Pradesh State Electricity Board is pleased to classify the duties and responsibilities of the Labour Welfare Officer-cum-Industrial Relations officer working in the H.P. State Electricity Board in the form of \*Job Description Sheet\* enclosed as Annexure \*A\*. This will be added to the Himachal Pradesh State Electricity Board \*Manual of office Procedure\*.

The Board is further pleased to order that the scale of the pay of Labour Welfare Officer-cum-Industrial Relations officer will remain the same.

Sd/-  
Secretary  
HPSEB, Shimla-171004.

ANNEXURE-A

**JOB DESCRIPTION SHEET**

**A DUTIES OF LABOUR WELFARE OFFICER WORKING IN THE HIMACHAL PRADESH STATE ELECTRICITY BOARD.**

- i) To establish contacts and hold consultations with a view to maintaining harmonious relations between the HPSEB Management and Workers.
- ii) To bring to the notice of the HPSEB Management the grievances of workers, individual as well as collective, with a view to securing their expedite us redress and (to act as Liaison Officer between the Management and Labour).
- iii) To study and understand the point of view of labour in order to help the HPSEB Management to shape and formulate labour policies and to interpret these policies to the workers in a language they can understand.
- iv) To watch industrial relations with a view to using his influence in the event of a dispute arising between the HPSEB Management and worker and to help to bring about a settlement by persuasive efforts.
- v) (a) To advise on fulfillment by the concerned Wing of HPSEB on obligations, statutory or otherwise concerning the applications of provisions of the Act and rules made there under.

- (b) To establish liaison with the Factory Inspector and the medical services, concerning:
  1. Medical Examination of employees.
  2. Health records.
  3. Supervision of Hazardous jobs.
  4. Sick visiting and convalescents.
  5. Accidents.
  6. Prevention of accidents and supervision of safety committee.
  7. Systematic plant Inspection.
  8. Safety Education.
  9. Investigation of accidents.
  10. Maternity benefits.
  11. Workman's compensation.
- 8
- vi) To encourage the formation of :
  1. Works and joints production committee.
  2. Co-operative societies.
  3. Safety first and Welfare committee and to supervise their work.
- viii) To advise on provision of welfare facilities such as:
  1. Canteens
  2. Shelter for rest crèches.
  3. Adequate latrine facilities.
  4. Drinking water.
  5. Sickness and benevolent scheme.
  6. Payment of pension and superannuation funds.
  7. Gratuity payments.
  8. Granting loans.
  9. Legal advice to workers.
- ix) To help the HPSEB Management in regulating the grant of leave with wages and explain to the workers the provision relating to leave with wages and other leave privileges and to guide the workers in the matter of submission of application for grant of leave for regulating authority absence.
- x) To secure welfare provisions such as:
  1. Housing facilities.
  2. Food stuffs.
  3. Social and recreational facilities.
  4. Sanitation.
  5. Advice on individual personnel problems.
  6. Education of Children.
- xi) (a) To advise the HPSEB Management of question relating to training of :
  1. New Starters.
  2. Apprentices.
  3. Workers on transfer and promotion.
  4. Instructors and supervisors.
- (b) Supervision and control of notice board and information bulletins to further education of workers and to encourage their attendance at Technical Institute.

- xii) To suggest measures which will serve to raise the standard of living of workers and in general promote their well being.

**B. DUTIES OF LABOUR WELFARE OFFICER WHILE ALSO DISCHARGING THE FUNCTIONS OF THE INDUSTRIAL RELATIONS OFFICER WORKING IN HIMACHAL PRADESH STATE ELECTRICITY BOARD.**

1. The primary duty of Industrial Relations officer is to bring about amity and harmony between employees and employers of which designation of Industrial Relations officer is indicative.
2. To look after the file work relating to Labour Laws, Industrial Relations, grievances of employees etc. etc.
3. To undertake extensive tours and inspect the Board's works covered under labour laws.
4. To ensure compliance of provision of factories Act, such as overtime wages, working Hours etc.
5. Recognition and De-recognition of Trade Unions.
6. To attend the important Labour Court cases industrial Tribunal cases and to put up appearance before the above adjudicatory authorities in important Industrial disputes.

Sd/-  
Secretary  
H.P. State Electy. Board  
Shimla-171004.