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HANDBOOK OF
OFFICE PROCEDURE

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Managing Editor,

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NOTING

TIPS FOR NOTING ON FILES

1. Note is to examine an issue to facilitate its disposal
2. It should be concise and to the point
3. A self-contained note should be put up for quick disposal.
4. Views expressed by various departments should be brought on record
5. Officer should confine to the actual points without reiterating the previous notes
6. Officers may draw attention to specific part of the note when required without reproducing the same
7. Clearly identify the points on which the orders are solicited.
8. Final Paragraph should conclude the proposed action
9. Use Courteous and temperate language.

| | <i>Do's</i> | <i>Don'ts</i> |
|---|---|--|
| 1 | Put up a precise summary and points at issue | Don't reproduce verbatim from the reference |
| 2 | Place relevant extracts of rules etc. in file | Don't reproduce the extracts from the rules in notes, unless essential |
| 3 | Prepare summing summary where lengthy notes | - |

The dealing hand will append his full signature with date on the left below his note. An officer will append his full signature on the right hand side of the note with name, designation and date.

Use of INK

| | |
|---------------------------|--------------------------|
| All officers and Staff | Blue or Black Ink |
| Below Joint Secretary | |
| Joint Secretary and above | May use Green or Red Ink |

Other Tips

1. Note should be serially numbered.

2. Each page should be serially numbered
3. Note should be written on both side of the note sheet
4. Dealing hand to append his full signature with date on left below this note.
5. Officer should append his full signature with date on right hand side.
6. Name and designation of officer should be written below signature.
7. One side margin should be left on top and bottom for better presentation of records.

Modification of notes:

1. Notes once written should not be modified, replaced or pasted by other notes.
2. Higher Officers should record their own views to correct or to modify the facts
3. To modify facts another note to be recorded instead of correcting the earlier note.
4. Take approval of senior officer to overrule an earlier decision in the light of recorded facts.

DRAFTING

A draft is a sketch of work to be executed. In an office, it is the process of preparing the rough sketch of a communication.

A good draft should contain the following points. —

- (1) There should be dignity and decency in communications.
- (2) The draftsman must have a sober outlook and his personal equation of mind should not suffer from prejudice or the other.
- (3) The draftsman has also to have a rich vocabulary of language in which a draft has to be written.
- (4) In the caste of vocabulary, one should know that in most of the cases, the Government is supposed to deal with persons and bodies who possess an average intelligence.
- (5) The language used should be clear, concise and incapable of misconstruction. Lengthy sentences abruptness, redundancy, circumlocution, superlatives and repetition whether of words or expressions or ideas should be avoided.

- (6) The drafts are also to be typed in double space.
- (7) When draft is to be put up a slip is invariably pinned to the draft. This slip bears the words "Draft for Approval".
- (8) Each Government letter must have a number.
- (9) A draft should clearly indicate the enclosures which are to accompany the fair copy.
- (10) The number or enclosures should also be indicated on the draft on the left bottom of the page thus Encl: '3'
- (11) Draft should always be divided into paragraphs.
- (12) A draft should, as far as possible be self-contained and self-explanatory.
- (13) Certain incorrect phrases should be avoided.

| | |
|-------------------------|--------------------------|
| Incorrect | Correct |
| In the margin | On the margin |
| In his behalf | on his behalf |
| Your number | your letter No. |
| Letter quoted to above | Letter referred to above |
| Under the circumstances | In the circumstances |

- (14) The official classifications of the various forms of communication is as follows. —

- (1) Letter
- (2) Office Memorandum
- (3) D.O. letter
- (4) Endorsement
- (5) Notification
- (6) Officer Order
- (7) Resolution
- (8) Press note
- (15) Letter Head
- (2) Number and date of communication

- (4) Subject
- (5) Reference
- (6) Salutation
- (7) Main text of the letter
- (8) Complementary close
- (9) Signature

HAND BOOK OF OFFICE PROCEDURE

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CHAPTER-I

1. This Hand Book describes the office procedure to be followed in Government offices.
2. The following terms are used in the Hand Book in the sense indicated below:
 - (a) Branch - A distinct unit of the office having one or more sections and supervised by an officer;
 - (b) Caseworker - An official who is entrusted with the work of one or more compilations;
 - (c) Compilation - A single definite subject easily identified by Trilateral Index Letters;
 - (d) Head of the Office - The officer who is in charge of and responsible for the functioning of an office;
 - (e) Section - A number of caseworkers attending as far as possible, to work of a similar nature and supervised by a Section Head.
 - (f) Section Head - A superintendent, Head Clerk, Accountant or Munsifi or a person designated by any other name who is in-charge of a section.

Duties of the Head of the Office

3. The duties are:
- (a) to arrange for the speedy and smooth disposal of work in his office;
 - (b) to organise his office into suitable Branches, Sections and compilations and to maintain an organisational chart displaying the composition and functions of every Section;
 - (c) to assign work to each caseworker and to ensure with the help of his assistants, that every person discharges his duties satisfactorily;
 - (d) to see that person who seeks replies from his office are able or get these promptly; and
 - (e) to visit periodical that different Sections of the office, in respect to the tables of the staff and see how the work is going on in order to find out whether the papers are properly arranged and the work is carried on methodically and the office is maintained tidily.

Organisation of the Office

4. Every office need not have Branches and Sections. These are required only in the bigger offices. An office can be divided into Branches if the following two criteria are satisfied.
- (a) the nature of work is such that it can be clearly divided into two or more distinct units having practically little relationship with each other; and
 - (b) the Branch is supervised by an officer to whom a number of, duties of the Head of the Office can be conveniently delegated. This delegation will not reduce the over all responsibility of the Head of the Office in any respect.
5. Each Sections will be sub-divided into a number of sections.
- Each section will be further divided into compilations. Each compilation deals with a single definite subject. All compilations obviously cannot be of equal size. A case worker should be entrusted with one or more compilations as to divide the work in the section conveniently among the caseworkers.

As far as possible one compilation should not be distributed among more than one caseworker. If the work is excessive for the caseworker, it has to be seen whether the subject cannot be further

The division of work in an office among the caseworkers is to facilitate the conduct of public business and not to limit the scope of duty of the caseworker. The Head of the Section has full authority to give particular case to any caseworker and the letter should deal with it with as much expedition as the normal work assigned to him.

Duties of the Head of the Branch

6. The duties are:
- (a) to relieve the Head of the Office of most of the day-to-day routine work in regard to his Branch;
 - (b) to place before the Head of the Office all correspondence which he carries or with officers of equal or higher status and all other matters where, statutorily, the Head of the officer is responsible for decision; and
 - (c) to be generally responsible for the efficient management of work.

Duties of the Head of the Section

The duties are:

- (a) to exercise general supervision over his Section in regard to the despatch of the business;
- (b) to help the in experienced clerks by guiding them in their day to day work;
- (c) to be conversant with the more important files pending in his section, and see that these are not delayed;
- (d) concentrate his attention where it is most required and see that his Section work run smoothly and efficiently;
- (e) to see that the caseworker is maintaining Case Register properly and upto date;
- (f) to make certain that the despatch of outgoing periodicals are not delayed and that incoming periodicals are obtained by timely reminders;
- (g) to be responsible for the proper maintenance of special registers;
- (h) to ensure that the monthly arrears lists of cases and the weekly arrears statements of pending papers are properly compiled and duly submitted.
- (i) to advise the staff under him on all difficult and intricate cases and to help them in drafting important references;

- (j) to see that the caseworker has arranged papers in order in a file stated briefly the issues to be decided pointed out the deficiencies or omissions in the correspondence and quoted the standing orders and precedents applicable to the case;
- (k) to ensure that whenever reports called from subordinate officers, the specific points on which information or comments are required are clearly stated by the caseworkers in the reference to be issued;
- (l) to ensure that the time limit is kept by the caseworkers in respect of urgent cases and to provide guidelines for the disposal of important cases;
- (m) to deal personally with complicated cases;
- (n) to do some original work himself where the duty of supervision is not a full time job;
- (o) to ensure that whenever there is a transfer of a caseworker in his section, a detailed charge list of all pending papers is prepared and full responsibility assumed by the incoming official, and
- (p) to inspect the work of every caseworker by him at once a month.

Duties of Caseworkers

8. The duties are:

- (a) to be in-charge of and be responsible for the work connected with one or more compilation entrusted to him;
- (b) to arrange papers and cases in order, stated briefly the issues to be decided, point out the deficiencies found in the correspondence and quote the standing orders and precedents applicable to the case;
- (c) to be conversant with the laws, rules and regulations standing orders, circulars, precedents etc., relating to the compilations entrusted to him.
- (d) to ensure that the papers and files he is dealing with are promptly submitted for orders and not delayed.
- (e) to maintain all the prescribed registers for the proper accountability and disposal of the papers received and dealt with by him.

- (g) to ensure that the petitions received by him are properly stamped with the requisite court-fee stamps as required under law;
- (h) to compare fair copies, ensure their correctness and see that they are delivered for despatch; and
- (i) to prepare, whenever there is a transfer of charge, a detailed charge list of all the papers and cases pending with him with reference to the Special Registers. Periodical Register and Case Register and hand over complete charge of these records and register to his successor.

Office Order Book

9. The Head of the Office shall maintain an Office Order Book. In which shall be recorded all orders concerning the organisational alterations shall also be noted in this book.

Trilateral Index Letters

10. Each compilation will be distinguished by unchanging trilateral index letters. In order to secure uniformity, the Heads of Department shall prescribe an exhaustive, list of trilateral index letters for use in their respective Departments so that all offices in a department throughout the State adopt these index letters. This will ensure easy identification of papers moving from one office to another. A few illustrations are given in appendix-II.

Clearance Section

11. Every office shall have a Section called Clearance Section, its functions are:

- (a) to register tappal received in the office and to maintain the General Receipt Register.
- (b) to ensure that court-fee stamps affixed to petitions are adequate, deface them and affix the date stamps on the petition before these are handed over to the concerned Section caseworker for further action.
- (c) to distribute tappal after its receipt to the caseworker immediately and in any case not later than 24 hours;
- (d) to fair copy approved drafts and return them to the caseworkers concerned.
- (e) to despatch outgoing correspondence.

- (g) to maintain the Record Room.

CHAPTER -II

Movement of Tappal

12. The Head of the Office shall open all tappal received in the office. After the tappal is seen it should come to the Head of the Clearance Section through the Head of the Branch. The Head of the Clearance Section shall indicate the relevant compilation on each reference to facilitate entries in the General Receipt Register.

An exception may be made in very large offices, where correspondence is voluminous and the Head of the Office has Senior Assistants under him, is such office, the Head of Office may, by order, prescribe the class of tappals which need not be shown to him.

As far as possible the Head of Office/Branch shall indicated at the tappal stage the line of action to be taken in important cases and the time limit to be kept in urgent cases like L.A. Questions arrangement to be made in connection with tour programmed of VIPs, emergencies cases of hearing taking delivery of goods from Railway and the like

General Receipt Register

13. All papers received in the office shall, without exception registered in the General Receipt Register (Form I) on the same date. All papers pertaining to a single compilation shall be consecutive entered to facilitate acknowledgment by the caseworker concerned. Letters coming in after the receipt of the daily tappal will be entered as and when received. Full signature of the caseworker with the date of receipt by him of the reference concerned shall be obtained column 6 of the register.

14. In offices where the daily receipt of papers and reference considerable, more than one General Receipt Register may be maintained. These can be distinguished by assigning an alphabetical letter to each General Receipt Register.

15. On each reference received, the date shall be stamped. The General Receipt Register received number and trilateral index of compilation to which it belongs shall also be entered.

16. No correspondence will normally be conducted under the serial number assigned in the General Receipt Register unless it is extremely elementary type. For instance, if any application or a reference is received in an office which cannot deal with it, it can be forwarded to the office concerned

caution. In such cases the serial number of the papers in the General Receipt Register shall be quoted as the despatch number.

Classification of References

17. The tappal received by caseworker is of two types:

- (a) references pertaining to matters pending in the office; and
- (b) new references.

The new references generally fall under three categories viz., those relating to subjects common to the Department for which distinct registers are maintained periodical returns and those of a miscellaneous kind. The first category of references shall be entered in the relevant special registers. e.g., applications for grant of Government land, licences loans appointment, passport, sanction of pensions and gratuity, refunds - references relating to periodical returns shall be kept in the file concerning the particular return. The remaining references shall be entered in the relevant registers.

After receipt of tappal, each caseworker shall sort out papers and enter only those which are new references in any of the prescribed special registers of periodical Register or Case Register. If a reference pertains to a case which is already pending in the office, he shall not make any entry in any register, but keep it at the appropriate place in the relevant case file.

Special Register

18. Special Registers are required to be maintained for particular items of work, if the following conditions are fulfilled.

- (a) the number of cases started under a particular item is large; and
- (b) the procedure to be adopted in the disposal of the case is uniform for instance, when a person applies for grant of licence to open a tea shop, it is well known from the outset that this application will be forwarded to the local Revenue official for report and the police authorises for investigation on the antecedents of the applicant.

Each Head of Department shall prescribe the Special Registers to be maintained in his Department and indicate the form and procedure to be followed for their maintenance. The special Register shall normally, include all the columns of Form III and such other columns as may be required for the purpose of the Department.

progress of the case and be a guide to the caseworker on the procedure to be adopted while with such cases.

19. Whenever a reference is sent out in original mention must be made in the relevant column of the Special Register of the date of despatch and of the office to which it is sent.

Periodical Register

20. It shall be maintained in Form II. There shall be one or more periodical Register for the office depending upon the number of outgoing periodical. The periodicals registers shall be kept with the Head of the Office/Branch but entries shall be made by the caseworkers. In each Register, a compilation will normally be allowed on one page. Where the number of periodicals under a compilation is large, more than one page could be allotted. The dates of despatch alone are to be written in the Register and not the intermediate stages of correspondence. Each Head of the Department shall prescribe the periodicals required for his Department. *ie.*, the number and nature of the periodicals and the forms in which these are to be submitted. At the end of the year, the Periodical Register will be sent to record under the acknowledgment of the Record Keeper.

*Where an office has to receive periodical returns from subordinate officers or other offices a suitable Check Register may be maintained to watch prompt receipt of these returns.

Case Register

21. It shall be maintained separately for each compilation in Form III.

22. Column 2 of the case register shall be filled with great care. This is the entry from which case will be identified after final disposal, since this register is to be kept for each compilation separately the subject matter in column (2) should be clearly stated to bring the exact description of the case.

23. *When a case is sent outside the section or when felt necessary the movement of the case shall be recorded in the remarks column (column 6) of the case register, where cases are sent out in original, mention shall be made in the remarks column of the case register the date of despatch and of the office to which it is sent. The date of disposal of the case will be noted in column 4 and the Record Keeper's acknowledgment obtained.

Opening Registers

24. All Registers shall be opened from the 1st of April. The...

*Inserted vide O.M. No., GAD 3 TOM 75, dated 4-3-1976.

**Substituted vide O.M. No. GAD3 TOM 75, dated 4-3-1976.

Numbering of Cases

25. (a) While compilations are distinguished by tri-lateral index Rather, cases under each compilation shall be identified by a serial number in the Special case register and the year in which the case has arisen.

Illustrations:

- (i) WTN/CR 615/68-69, means that the case relates to WTN compilation and bears the serial number 615 in the case register of 1968-69.
- (ii) LND/SR-142/68-69, means that the case relates to LND compilation and bears the serial number 142 in the Special Register of 1968-69.

(b) Similarly each periodical shall be distinguished by tri-lateral index letters showing its object.

Illustrations:

If it is a periodical showing the number of encroachment detected or removed. It is called NCR/PR. All the correspondence in connection with the receipt or despatch of this periodical is numbered NCR-PR/68-69, where NCR stands for encroachment and 1968-69 stands for the relevant year. If there are two periodicals for this subject, they are distinguished as NCR/PR-1 and NCR/PR-2.

Composite Cases

26. A single application or a petition may refer to several disconnected matters the only connection among them being that these emanate from the same source. The correct course in such a case is to take relevant extracts from the application and start separate cases in the concerned compilation.

Illustrations:

A village Panchayat requests Government for a drinking water well, a school and vaccination facilities. If is appropriate to copy the relevant portions from the application and start a separate case on each point.

Monthly Arrear List of Cases

27. At the beginning of the month, the caseworker shall prepare an arrear list in Form IV. The list shall be prepared for each compilation and for each caseworker. These lists will then be consolidated...

and the consolidated list put up to the Head of the Office by the 10th of the month.

28. Column 7(a) of the Monthly Arrear List will show the number of cases pending in the Office in which immediate action is possible and column (7)(b) will indicate the cases in which action has been held up for want of information or action on the part of some office outside the office. In these cases the Head of the Office will ensure that timely reminders are sent. He shall also make it a point to scrutinise the cases pending for over three months and give instructions in the manner of their disposal.

Weekly Arrear Statement of Papers

29. A clear distinction has to be made between the ultimate disposal of a case and the interim disposal for correspondence. The Monthly Arrear list of case indicate the position regarding the former. It is also necessary to ensure that the case workers attend promptly to correspondence when received. Whether or not this results, in final disposal for this purpose, a weekly Arrear statement of papers pending with each caseworker shall be maintained in Form V. This will be submitted to the section Head and to such high authorities as the head of the office may specify on the last working day of the week. This enables the section Head to keep track of papers pending with the case workers in respect of all the communications he is dealing with, assist him in guiding the work load of a caseworker and helps him to initiate action on delayed reference.

30. Every caseworker shall maintain an account of the receipts received and disposed of by him every day in Form No. XIX.

CHAPTER - III

Manner of handling office work

31. The caseworkers shall deal with all papers without any delay. However, those relating to urgent cases deserve speedy disposal. Preference to other cases, paper marked 'to-day' and 'immediate' must be worked up the very same day and those marked 'urgent' attended to within two days. No paper shall remain unattended for more than five days. The Heads of sections, Branches and offices are required to attend the papers sent to them on the day as far as possible.

32. The caseworker will arrange his files in five bundles: viz., Cases pending, disposal (2) Await files, (3) Periodicals, (4) Circulars, (5) Papers to go to the record room. In each bundle

der because the serial numbers are assigned according to the dates on which they are started. Thus the oldest cases will always be at the top of each bundle.

Circular Files

33. The caseworker will maintain a circular file for each compilation in which all the orders, circulars, official memorandum, etc., of a general nature issued by Government and Head of Departments will be chronologically arranged. The pages of the circular file will be numbered and an index prepared on a separate sheet attached to the cover page showing the page number pertaining to each of the circulars contained in the file. Circular files need not be opened every year. When a circular file becomes bulky, a new file may be opened.

34. A copy of such order, circular, official memorandum etc., will be sent to the Record Keeper. The Record Keeper however, will not maintain these separately for each compilation but will keep a separate file for each Department of Government from which the orders, circulars, official memorandum etc., emanate. All these will be chronologically arranged and indexed.

35. A Government order, circular or official memorandum will be one of four categories:

(a) It may refer to a specific case and will help only the disposal of that case. In such an event, it shall be treated like any other reference and taken note of in the remark column of the special Register or Case Register as the case may be:

(b) It may dispose of a specific case and at the same time lay down a course of action to be followed in similar cases in future. The correct course in such a case will be to file the original order, circular, official memorandum etc., with the papers of the relevant case file, place a copy in the circular file and simultaneously send copies to the officers concerned and the Record Keeper:

(c) It may be of a general nature pertaining to one specific case but laying down course of action to be followed in a class of cases. On its receipt, a new case shall be started and copies communicated to all concerned including the Record Keeper. Thereafter the file shall be given a suitable disposal.

(d) It may not pertain to only one compilation, but may have bearing on several compilations at the same time. This

shall be copied and kept by all the concerned caseworkers. The copies will be kept in the circular files of the related compilations.

Government orders, circulars and official memorandums on administrative and establishment matters shall be kept only by the clerk in-charge of the establishment compilation and the Record Keeper.

Current file and its arrangements

36. The papers forming the current file shall ordinarily be tagged together plus being used only when a file consists of couple of papers. The tagging should be done on a separate set of sheets which should not be tagged with the correspondence papers. The current file will, therefore, consist of two parts, the correspondence file and the note file.

37. On the top sheet of both the note file and the correspondence file, the member of the case and its description shall be written boldly in red ink or typed in capitals. This description should be an exact copy of the description given in the special/periodical/casework Register.

38. The papers in the correspondence file shall be arranged chronologically, the earliest at the bottom and the subsequent communications in a serial order above.

39. Where file jackets are provided the note file should be attached to the sheet of the file cover and the correspondence file to the bottom sheet of the file cover.

40. The reminders and replies thereto and all the interim correspondence during the course of disposal of a case should form part of the correspondence file. Confidential demi-official letter, etc. should not go to the file unless the file itself is confidential. When file contains bulky enclosure, like maps, they shall be tagged with the correspondence file, but kept separately on the same file board packed in an envelop on the top of which should be inscribed accompanying Case No.

41. A reference to a paper included in the correspondence file shall be noted in the margin of the note sheet. For this purpose the pages of both the correspondence file and the note file should be serially numbered. The paragraphs in the note file shall also be serially numbered.

instructions on the subject. In complicated cases where the rules on the subject are not clear, the caseworker shall find out if a similar case has already been disposed of, if so, he shall quote it as a precedent after getting the relevant file, from the record room and use it as linked file. The linked file shall be kept immediately below the current file and both tied together. Where numerous cases of a respective type have to be dealt with the Head of Offices may prescribe performa note sheets with blanks to be filled in by the caseworkers.

43. A fairly wide margin shall be left in the note sheet to enable the Heads of the Branch/Office to make their remarks or comments if they find it necessary. If a query is made in the margin, the caseworker shall not write his reply under it. He shall answer the query at the end of the note.

44. The caseworker shall not note elaborately in the file except when it is necessary to do so in the special circumstances of the case. He shall be clear and precise in his statements and refer to the material fact, the legal issues involved, if any, and the specific points for decision. The caseworkers and Section Head may express their views and suggest the course of action. In cases, when the course of action is obvious the caseworkers will put up a draft reply for approval.

45. For every statement made in the note which is not an expression of opinion, a reference or authority shall be quoted. For this purpose, the margin of the note file shall be utilised. The page number of the correspondence file or the paragraph number of the note file shall be sufficient as the reference. When a reference is made to a paragraph of a linked file, the relevant page shall be flagged.

46. While dealing with a case, a fresh subject may arise which really to be dealt with separately. In such cases the relevant extracts from the current file shall be copied and a new case started. In any event the progress of the original case should not be held up while fresh issue which has no direct bearing on the main subject is being decided.

Illustration

If during the course of a case for the grant of Government waste land, a report is called for from the Tahasildar and it is delayed due to the negligence of some one, disciplinary action against the person responsible for the delay may be inevitable.

But the decision on the original case *viz.*, the grant of Government waste land shall not be held up till the departmental enquiry is completed. This is a distinct issue and shall be dealt with independently.

proceedings shall be treated as a separate case and numbered like any other fresh case.

47. Whenever a case starts for enquiry and report to a subordinate office, the specific points on which information or comments are desired must be precisely indicated.

48. Every draft for approval shall have the number and the title of the case boldly written on it. The title of the case shall be the same as that noted in the special/Periodical case Register. Every draft shall be clear, concise and self contained so that it can be understood without studying a mass of enclosures and previous correspondence.

49. While drafting a letter the caseworker should begin the subject matter straightaway without using redundant phrases like 'write to state' etc.

50. In some cases the correspondence may be carried on in original *i.e.*, the views of office are noted on the communication received and the entire file sent out of the office without keeping copies of the office noting or order. Even in the large offices where a considerable amount of correspondence is carried on in duplicate, occasions may arise where a file is received from one office and sent to other without copies being maintained in the transmitting office. In such cases the above instructions regarding the arrangement of notes correspondence and drafting will not apply and the noting in the office will be made in continuation of the last noting of the file.

Disposals

51. The following shall be the different types of disposals *viz.*, A, B, C, D and N. The period of preservation corresponding to the categories of disposal shall be as follows:

'A' to be preserved indefinitely.

'B' to be preserved for thirty years.

'C' to be preserved for ten years.

'D' to be preserved for five years.

'E' to be preserved for one year.

'N' to disposal is assignee to those papers which are sent out of the office in original for either further action or recorded.

The Heads of Departments will prescribe the categories of cases which shall be assigned to the different types of disposals namely, B, C, D and E.

Record Files

52. Under this category will fall a large number of papers which are required to be merely filed by the caseworker for reference, but upon which an action is to be taken. These need not be assigned and separate number. They are to be filed chronologically. The Head of the Official shall determine, by an order in the office book what papers should be in the Record Files.

Record Files will be maintained by the Record Keeper when they are of no particular interest for any compilation, Gazettes, periodical publications; tour programmes, notices, periodical returns and reports, advertisements, etc., fall within this category.

The periods for which these Record Files are to be preserved will depend upon the category assigned to them. Different categories of disposal may have to be assigned to different parts of the Government Gazette. They should be preserved according to the category assigned to each part. No cutting of the Gazette should however, be preserved separately.

Destruction of Records Connected with Accounts

53. Notwithstanding anything contained in this Hand Book the destruction of records connected with, accounts shall be governed by the provisions of the Karnataka Financial Code.

Premature Disposal

54. The case worker shall not close cases merely because these have been pending of long. Premature disposal of this type will necessitate the revival of old cases, which is both inconvenient and undesirable.

Cases should not be treated as closed. If it is probable that further correspondence in that connection will ensure, if a matter is revived after the case has been sent to the Record Room, the old file should be obtained and used as a linked file in no case should an old case be received and worked under the old number itself.

Call Book

55. *A case in which immediate action is not possible and further action is required to be taken after a long time (say, six months) may be excluded from the Monthly Arrear List and its progress watched through a Call Book (in Form VI) to be maintained by all the sections. But the total number of cases entered in the Call Book may be indicated as a foot note in the Monthly Arrear List. In such cases the

cases, they will continue to be dealt with under their previous case numbers but for the purpose of Monthly Arrear list they should be treated as newly opened on the date on which action is restarted.

Call book has to be kept in the section and the entries therein have to be reviewed every month.

Confidential Papers

56. Confidential Papers are of two types *viz.*-

- (i) those that are not to be published or communicated outside the Office; and
- (ii) those that are strictly secret which will not go to office at all.

Both these types of papers should be opened by the Head of the office himself and none else, and he shall be the authority to decide to whether they fall in category (i) or category (ii). If it is decided to treat in category (i) they shall be included in the case to which they belong, like any other paper, but the compilation clerk shall not quote or divulge them. The papers falling with category (ii) will be dealt with by the Head of the Office, himself, like department examination papers, secret investigations *etc.* Head of the Office shall keep a separate box for confidential, papers. He shall maintain a Confidential Register in Form III for making entries pertaining to such confidential papers dealt with by him.

57. The Head of the office shall maintain a Circular File of secret Government orders *etc.*, with an index arranged chronologically.

Fair Copying and Despatch

58. All the typing, fair copying and despatch work in an office shall be centralised in the Clearance Section.

59. After a draft has been approved, the caseworker shall hand over, to the Clearance Section for typing. Ordinarily, only the material to be typed shall be handed over. Only in cases where the documents are bulky or it is inconvenient to remove them from the files, papers should the entire file be handed over for typing. While handing over the draft to the Head of the Clearance Section, the caseworker shall make sure that all the instructions regarding the documents, accompaniments, the number of spare copies required and mode of despatch (by registered or ordinary post) are noted on the draft itself.

60. The Head of the Clearance Section shall keep a Fair Copy

61. The caseworkers shall get back the draft and the typed fair copy compare them and get the fair copy signed. He shall then send the fair copy and enclosures, if any for despatch.

62. The Head of the Clearance Section shall arrange for the despatch of the fair copies without delay on the same day and where this is not possible on the next working day at the latest.

63. The despatch shall maintain a Despatch Register in which all the papers sent by post, whether ordinary or registered shall be entered. The Despatch register shall be in Form VIII, it is not necessary to write on the envelope the number of papers sent in that envelope. The date of despatch shall be noted on the draft with this stamp despatched. The official despatching the papers shall put his initials and date below the stamp despatched. The despatcher shall then return the draft to the caseworker concerned. The draft and other reference marked with the despatch seal shall be kept with the connected papers. Column (2) of the Despatch Register shall be properly written. It is not sufficient to say that four letters were despatched to a certain person without quoting the numbers assigned to the letters. All the letters addressed to one person on the same day should usually go in the same envelope confidential letter will be sent separately.

64. At the end of the day, Despatcher shall total the value of the stamps used service postage of franking during the day. He shall maintain a stamp Register in Form XI.

65. Despatch can be sent by post or muddam. Letters to be sent by muddam shall be entered not in the Despatch Register, but in the Local Delivery Book. The Local Delivery Book shall be in Form X.

Recording and Indexing

66. After final disposal, all cases shall be indexed and sent to the record room.

67. No new number is assigned to the case at this stage; it is recorded under its case number itself. Only the nature or disposal, *viz.*, A, B, C or D and the year of disposal are written under the case number. For instance, a case bearing number MAG SR 320/63-64, if recorded in 1968-69 will bear the same number with D/68-69 written under it, whether the disposal is A, B, C or D will depend upon the classification given to the particular case.

68. The caseworker shall ensure that an index is properly prepared before a file is handed over to the Record Keeper. The index of

compilation (b) the sub head under the compilation and (c) brief particular for identification. While choosing a suitable index the main consideration should be that the file is easily traceable after some years, if its subject matter is known.

The first thing to be done while preparing an index should be write the sub-heads to which the case belongs. Thereafter further particulars can be filled in by writing either the person or the institution of the place involved.

Illustrations:

(i) Under REV (*ie.*, Revenue) compilation will come several subhead such as, Misappropriation, Remission water Rate Excise Recovery, Arrears, Refund *etc.*

(ii) If the case is started by the Government of India regarding the construction of a National Highway, the tri-lateral index of the compilation, *viz.*, NHW will indicate the board category of the file. After the letter NHW the subhead construction and the place where the road is to be built will identify the case. If the file is required in future it will be only natural to look for it in the Record Register under the index NHW and then under construction. If there are many files pertaining to construction of National Highway ways further details regarding the place where it built ensures easy tracing of the records file.

(iii) If a case involves the grant of special pay to an official the Compilation EST will indicate the Establishment Compilation which will obviously deal with the point. Under this compilation, the subject head Special pay-grant of, will indicate the nature of the point involved for decision and lastly, the name of officer or the nature of the post concerned will be a complete index for locating the file.

69. The caseworker shall record on the file jacket in bold letters the number of the case, the index title and the number of pages in the file. All files except those assigned 'E' disposal shall be sent to the Record Room with the file jacket stitched to them.

The caseworker shall obtain the acknowledgment of the Record Keeper in the special Register/Periodical Register/Case Register in the relevant column.

70. The caseworker shall send to the Record Room all disposed

To facilitate the work of the Record Keeper different date shall be assigned to different sections. So that there is no such of work for the Record Keeper on any particular day.

71. The paper which have been assigned the 'E' disposal shall be sent to the Record Room once a month. All the 'E' papers pertaining to one compilation disposed of during a particular month shall be sent in a bundle in the succeeding month.

72. To facilitate the work of the Record Keeper different date the caseworker shall prepare a list of these papers in duplicate and hand over the bundle, along with the list to the Record Keeper and obtain his acknowledgement on one copy. This list, shall serve the purpose of the Record Register so far as E papers are concerned.

73. *For other papers (*ie.*, cases classified under A, B, C and D) received in the Record Room, Record Keeper shall keep Record Register in Form XI. The Register shall be maintained for each year separately. Either separate registers should be maintained for A, B, C and D papers of the one register maintained should be divided into the four parts for entering cases of A, B, C and D classification. In each of the four registers of four parts of a register, pages should be apportioned for, each compilation.

74. *The record files received in the Record Room should be arranged in the following manner:-

(i) Classification wise (*ie.*, the total records should be divided into four groups as those belonging A, B, C and D classification).

(ii) Compilation (*ie.*, the works of each classification should be arranged according to their compilation)

(iii) Year wise (*ie.*, the records of each compilation should be arranged according to their year of disposal. Year wise bundles, may be made and over each bundle the year of disposal indicated).

*Substituted Vide O.M. No. GAD 3 TOM 75, dated 4-3-1976.

(iv) Number wise (*ie.*, within a bundle containing cases disposed of in year, they may be arranged according to their serial numbers).

75. Records shall be destroyed in accordance with standing instructions of Government.

76. As the 'E' papers are sent in a bundle to the Record Room

showing the name of the compilation and the month of disposal. After twelve months, the bundle will be destroyed. The list furnished by caseworker will be a record of the papers destroyed.

77. At the time of destruction of other papers (A, B, C and D) not detailed list will be prepared. The record register will serve the same purpose. At the end of the register, a note should be kept that all the papers were destroyed on a particular date.

At the time of destruction there might be some files requisitioned by the caseworkers. In such a case, a note should be kept at the end of the Register, saying that all the files except those bearing the numbers detailed have been destroyed.

78. Any caseworker requiring any old case file form the Record Room for reference shall be file in a 'Requisition Slip' in Form XII.

79. On receipt of a Requisition Slip the Record Keeper shall acute the required file and hand it over to the caseworker concerned, after making entries in the Record issue Register, which shall be in Form XIII.

80. The Record Keeper shall keep the requisition slip in the place from where the file, has been taken out. If some other person asks for the same file, the presence of the slip will indicate the whereabouts of the file.

81. The Record Keeper shall take the initials of the case-worker requisitioning the file in the relevant column of the Record issue Register.

82. When the file is returned to the Record Room the Record Keeper shall return the requisition slip to the caseworker who will then destroy the slip.

83. Every quarter, the Record Keeper shall circulate a list of the recorded files pending with each caseworker for more than one month. The caseworker shall initial his list and either send the record (a) back or indicate on the list as to why a particular file is still required.

84. The Record Keeper shall then place all such lists before the Head of Office/Branch for his information.

CHAPTER - IV

Inspections

(ii) Annual inspections by Head of the Office.

(a) The Head of the Section is required to conduct a detailed monthly inspection of the work of each compilation under him as indicated at para 7(p). A model questionnaire is given at Appendix III.

(b) As mentioned in Paras 3 and 28 the Head of the Office shall periodically inspect the different sections of his office and systematically review the monthly arrear lists in addition, he shall conduct an Annual Inspection of his office. This will be done between the months of October and December every year, so as to facilitate an assessment of the workload and performance of the individual members the staff. During inspection he shall verify whether the points made at time of the monthly inspections by the Heads of Sections have been complied with. He will pay particular attention to papers pending for a long time and take action for their quick disposal. The procedure to be followed is indicated in Appendix IV.

(c) *Heads of Departments are also Heads of their own offices and they have to conduct annual inspections of all the section in their offices. In bigger department where there are officers at intermediate levels between heads of sections and head of offices, the Heads of Departments may evolve a suitable scheme providing for detailed inspection, by the officers at intermediate levels, of the section under them once in a year.

*Inserted Vide O.M.No. GAD 3 TOM 75 dated 4th March 1976.

Attendance

86. Every member of the staff shall attend office punctually. The Heads of the office, Branches and Sections should set an example to others by attending office regularly at the prescribed hours. Executive Officers, who have to go for inspections, shall attend office for the rest of the time.

87. An attendance Register in Form XIV shall be maintained for each office in which every member of the staff will mark attendance. This Register along with the casual leave and late attendance reports, if any shall be placed before the Head of the Office Branch every

Casual leave

88. Every office shall maintain in form XV an account of casual leave taken by members of the staff.

Furniture

89. Every office shall maintain a register of furniture and other articles. The register shall be in the form prescribed in the Karnataka Financial Code (Form XVII).

90. The Head of the Office shall verify during April every year that all articles are included in this Register and record a certificate.

Register of Books and Publications

91. *Accounts of Books and publications in Form No. 36 of K.F.C. and a library issue Register in Form No. XVII shall be maintained.

92. The nature of disposal assigned to the Registers prescribed in this Hand-Book is shown below:

| Register | Disposal |
|--|------------|
| 1. General Receipt Register | 'D' |
| 2. Special Register | 'C' |
| 3. Periodical Register | 'E' |
| 4. Case Register | 'C' |
| 5. Monthly Arrear list of cases | 'E' |
| 6. Weekly Arrears Statement of Papers | 'E' |
| 7. Call Book | 'C' |
| 8. Fair Copy Register | 'E' |
| 9. Despatch Register | 'D' |
| 10. Stamp Register | 'D' |
| 11. Local Delivery Book | 'D' |
| 12. Record Register | 'A' |
| 13. Record issue Register | 'D' |
| 14. Attendance Register | 'E' |
| 15. Register of Casual Leave | 'E' |
| 16. Register of Furniture and other Articles | 'E'* |
| 17. Register of Books and Publications | 'E'* |
| 18. Library Issue Register | 'D' |

Various Stays in the Career of Case

93. The various stages in the career of a case are noted in Appendix V.

*Substituted Vide O.M. No. GAD 3 TOM/75, dated 4-3-76.

*These registers are not written every year. When a register becomes very old, it is re-written and the old register disposed of as an 'E' Paper.

CHAPTER-V

Procedure for smaller offices

94. In field offices where the strength of the staff is one or two the nature and volume of work will be very limited it will be, therefore adequate if each official maintains a personal register in Form XVIII, in addition the following register shall be maintained in such office.

- (a) The General Receipt Register (Form I).
- (b) Stamp Register (Form VIII).
- (c) Stamp Register (Form IX).
- (d) Local Delivery Book (Form X).
- (e) Record Register (Form XI).
- (f) Attendance Register (Form XIV).
- (g) Register of Casual Leave (Form XV).
- (h) Register of Furniture and other Articles (Form XVII).

95. In field offices where the strength of the staff is more than two but less than five, there will be, no separate Branches/Sections.

The Head of the Department may prescribe for each class of such offices, the manner in which the functions assigned to different sections in an office are to be combined.

APPENDIX - I

PROCEEDING OF THE GOVERNMENT OF KARNATAKA

Subject: Revision of Manual of Office Procedure - Constitution of a committee.

Order No. GAD 7 TOM 69, Bangalore, dated the 14th April, 1969

(Chaitra 24, S.E. 1981)

It has been decided that an intensive revision of the manual of Office Procedure which was issued in 1959 should be undertaken in order to rationalise further the system of office Procedure in the Government Offices situated outside the Government Secretariat. For this purpose, the Governor has been pleased to direct that a Committee to be constituted consisting of the following Members:

1. Sri T. R. Satish Chandran, Director of Industries and Commerce, Bangalore
Chairman
2. Sri. Shankaranarayan, Deputy Commissioner, Hassan
Member
3. Sri K. S. Murthy Deputy Commissioner, Bangalore
Convener
4. Sri Jayakumar Anagol, Deputy Commissioner, Raichur
Member
5. Sri M. C. Antin, Chief Engineer (General), Directorate of Food and Civil Supplies, Bangalore
Member
6. Sri M.G. Faheem, Chief Accounts Officer, Director of Food and Civil Supplies, Bangalore
Member
7. Smt. Sanitha Das, Assistant Commissioner, Bangalore
Member
8. Sri M. L. Nagaraj, Tahasildar, Bangalore, South Taluk
Member
9. Sri K. Manjunath, Manager Director of Health Services, Bangalore
Member
10. Sri M. Rangappa, I Division Clerk, Office of the Deputy Commissioner, Bangalore
Member

3. The Committee shall complete its task within a period of three months and submit the revised manual of office Procedure of GAD (ERB) within the stipulate time.

4. The expenditure on this amount is debitable to "19 General Administration" - C.J. Mysore Government Secretariat.

5. This order issues with the concurrence of the Finance Department Vide U.O. No 4398 dated 8th April 1969.

T. S. NARAYANARAO
Deputy Secretary to Government,
General Administration Department.
(Efficiency Research)

To

The Chairman/Convener/Members of Committee
Secretaries of Government
Divisional Commissioners
Head of Departments
Deputy Commissioners of Districts
Monthly Volume
S.G. File.

APPENDIX - II

(Para 10)

A few Samples of the Trilateral Index Letters assigned to

compilation

| | | |
|-----|-------|----------------|
| ADM | | Administration |
| AGR | | Agriculture |
| BND | | Boundary Marks |
| BGD | | Budget |
| CNS | | Census. |
| CTS | | City Survey |
| LDR | | Land Records |
| EST | | Establishment |
| FAM | | Famine |
| FOR | | Forests |

| | | |
|-----|-------|-----------------------|
| LND | | Land |
| MAG | | Magisterial |
| MUN | | Municipal |
| MED | | Medical |
| MSC | | Miscellaneous |
| POL | | Police |
| REV | | Revenue |
| STP | | Stamps |
| SRV | | Survey and Settlement |
| TAG | | Tagai, Tagavi |
| VET | | Veterinary |
| WTN | | Watan |

Note: The list is only illustrative and shows how the main subjects are constituted into compilation and assigned trilateral index letters.

APPENDIX - III

[Para 85 (a)]

Questionnaire for Monthly Inspection

1. Name of Compilation.
2. Date of Inspection.
3. Has the caseworker complied with instructions given in the previous inspection?
4. Has the caseworker arranged the papers according to the five bundle systems?
5. Has the caseworker arranged the pending cases according to serial numbers assigned to them?
6. Is the caseworker disposing of the cases in the order of their serial numbers except in urgent cases,?
7. Has the caseworker issued reminders in all the cases included in the bundle of await cases?
8. Have all outgoing periodicals relating to this compilation been acknowledged within the prescribed time limit? (Note

9. Has the caseworker maintained the circular file separately for each compilation up to date and is it duly indexed?
10. Has the caseworker sent all the closed files to the Record Room in time?
11. Has the caseworker maintained the monthly arrears list of cases in Form IV and weekly arrears statement of papers in Form V.
12. Inspection of files:
 - (a) Five files to be taken at random and inspected and the inspecting officer should note whether the caseworker has followed the five day rule in putting up papers.
 - (b) A few difficult cases should be inspected and the inspecting officer should not the defect and record suggestions for improvement.

APPENDIX - IV

[Para 85(b)]

Guidelines for Annual Inspection

I. Information about the office:

- (1) Name of the office.
- (2) Date of last Inspection
- (3) Date of present Inspection
- (4) Have points observed during the monthly inspection by the Section Head been complied within all respects?
- (5) Strength of the office
 - (a) Sanctioned (b) Actual (c) Reasons for shortage
- (6) Accommodation
- (7) Attendance Register
 - (a) Is it being checked on all working days?
 - (b) Remarks about punctuality
- (8) Are the following properly maintained?
 - Register of Furniture and other articles
 - Stationery Register
 - Reference Books, Codes,

(9) Conditions of furniture, Office equipment, stationary please report on the existing position and give suggestions for improvement.

(10) Have the triateral index?

Letters been communicated?

Are any charges necessary?

If so, has any reference been made to the Head of the Department

II. Manner of Maintenance of Register.

(1) The General Receipt Register

Is it being maintained properly and full signature of the caseworkers being obtained therein?

(2) Special Registers:

Are all the Special Registers prescribed by the Head of the Department being maintained properly?

(3) Case Registers:

Are these maintained for each compilation separately and properly?

(4) Call Book:

Is this maintained and prompt action being taken on cases requiring reveal?

(5) Fair copying, Despatch and Stamp Registers:

(a) Are these registers being maintained properly?

(b) Is there any delay in fair copying and despatch in the office?

(c) Is the stamp account being maintained?

III. Assessment of the work of the office.

(1) Number of receipts received and disposed of during the proceeding twelve months.

| Compilation | Opening Balance | Receipts | Total | Disposals | Balance | Percentage of disposal | Remarks |
|-------------|-----------------|----------|-------|-----------|---------|------------------------|---------|
| (1) | (2) | (3) | (5) | (6) | (7) | (8) | (9) |

| Serial Number | Compilation | Number of Cases Pending | | | | | | Total |
|---------------|-------------|-------------------------|----------------|-----------------|-------------------|----------------|---------------------|-------|
| | | Over two years | Over one years | Over six months | Over three months | Over one month | Less than one month | |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) |

(3) Analysis of pending cases under each compilation (to be filled in with reference to the last weekly arrear statement of papers and monthly arrear list of cases)

(a) Number of pending cases

(b) Date of receipt of oldest case

(c) Are new cases in the Special/case Registers being opened properly?

(4) Periodical returns:

(a) Is the periodical register maintained?

(b) Are the periodical being sent in time?

(c) Reasons for delay, if any

(5) Indexing and Recording:

(a) After final disposal are the records being sent in time to the Record Room properly indexed and stitched?

(b) Are acknowledgements of the Record Keeper being obtained in the relevant Registers?

(c) Are the record files being entered in the Record Register and arranged in bundles as prescribed in the Hand-Book of Office Procedure?

(d) Are the caseworkers able to get the record from the Record Room promptly?

(6) Circular Files:

(a) Are Circular files being maintained for each compilation by the caseworkers?

(b) Are these chronologically arranged and indexed?

(7) (a) Monthly Arrear List of cases?

- (ii) Are these checked regularly by the Head of Section and submitted to the Head of the Office.
- (b) Weekly arrears statements of papers.
- (c) Are these being prepared by the compilation clerks and checked by Heads of Sections regularly?
- (8) A few cases register and recorded files should be taken and personally checked with reference to the correctness of the answers. Any delay of deviation from the prescribed procedure should be recorded in each case.

IV. A performance review of the disposal of cases and the out turn and workload of caseworkers:

- (1) Is the rate of disposal satisfactory?
If not, what has to be done to improve it?
- (2) Is any redistribution of the individual workload of case workers required.

V. Remarks of the officer and suggestion for improvements.

APPENDIX - V

[Para 931

Career of a Case

The various stages in the career of a case are?

1. A reference is received in the Clearance Section after it is seen by the head of the Office.
2. The Head of Clearance Section indicates the relevant compilation on the reference and gives it to the General Receipt Clerk.
3. The General Receipt Clerk Registers in the General Receipt Register along with other references pertaining to the same compilation. The reference is then handed over to the caseworker concerned and his full signature with the date obtained in column 6 of the General Receipt Register.

4. (a) If the reference pertains to an old case the caseworker keeps it as an old case the caseworker keeps it at the appropriate place in the

(b) If the reference pertains to a new case, the caseworker makes an entry in the special case register starts a file, and initiates action unit.

5. Whether it is an old or new case, the caseworker puts it up to the Head of the Office with a brief note stating the fact and the relevant law and rules on the issue involved. In simple cases, the caseworker will also submit a draft for approval.

6. When the case file returns from the Head of the Office, the caseworker puts up a draft for approval in consonance with the orders passed.

7. After the draft is approved by the Head of the Office, the caseworker hand over the matter to be typed to the Head of Clearance Section for copying.

8. The Head of the Clearance Section makes a note it in the Fair Copying Register.

9. The Head of the Clearance Section gives it to the Typist.

10. After the typing is over the Head of Clearance Section receives it back from the Typist. Makes a note of it in the Fair Copying Register and returns the draft and the fair copy to the concerned caseworker.

11. The caseworker compares the fair copy with the draft and makes the required corrections if these are of a major nature; a fresh and correct fair copy is prepared in consultation with the Head of the Clearance Section. Thereafter, the fair copy is sent for the signature of the Officer concerned.

12. After the officer signs the fair copy, it is returned to the caseworker.

13. The caseworker then hands over signed fair copy with its enclosures and accompaniment, if any, and other office copy to the Despatcher.

14. The Despatcher makes an entry in either the Local Delivery Book or the Despatch Register.

15. The Despatcher stamps "Despatched" on the office copy and enters the date of despatch under his initials.

17. After the case is finally disposed of the caseworker determines the category of disposal to be assigned to the closed file with approval of the head of the Section.

18. If the disposal assigned 'N' the caseworker makes a note of this in the remarks column of the special/case register and sends the entire file to the Despatcher.

19. If the disposal assigned is 'E' the caseworker includes it in the monthly bundle of 'E' papers.

20. At the end of the month, the caseworker, makes a list of 'E' papers in duplicate and hands over both the lists and the bundle to the Record Keeper.

21. The Record Keeper verifies the correctness of the List, acknowledges on one of them and returns it to the caseworker concerned.

22. The caseworker stitches the papers of the file along with the file jacket if the disposal assigned is A, B, C or D.

23. The caseworker writes on the jacket of the file of index number category, year of disposal and number pages in the file.

24. Every fortnight the caseworker sends to the Record Keeper the files dues to be recorded along with the relevant register.

25. The Record Keeper verifies whether the index of each file has been correctly prepared and the file properly arranged and stitched.

26. The Record Keeper verifies whether the category of disposal assigned to a particular file is according to the standing orders.

27. The Record Keeper then acknowledges the file by affixing his full signature with date in the concerned special/Case Register, and returns the register to the caseworker.

28. The Record Keeper makes an entry in the Record Register. He arranges the files in bundles according to either compilations and the nature of disposal. He shall arrange them not alphabetically, but accordingly to the serial numbers they bear.

FORM I
(Para 13)
General Receipt Register

Date:

| Sl. No. | Sender's | | Compilation | Full Signature of the caseworker with date |
|---------|----------|-----------------|-------------|--|
| | Name | Number (if any) | | |
| (1) | (2) | (3) | (4) | (5) |
| | | | | (6) |

FORM II
(Para 20)

Periodical Register

Compilation

Year

| Sl. No. | Name of the Periodical with periodicity | Due date of despatch | Actual dates of despatch | | | | | | | | | | | | Remarks | |
|---------|---|----------------------|--------------------------|---------------|------|-------|------|------|------|------|------|------|--|--|---------|--|
| | | | Apr. | May/June/July | Aug. | Sept. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | | | | |
| 1 | | | | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | | | | |

FORM III
(Para 21)
Case Register

Date :

| Sl. No. | Subject | Date of Opening of the case | Date of nature of disposal | Acknowledgement of Record Keeper with date | Remarks |
|---------|---------|-----------------------------|----------------------------|--|---------|
| (1) | (2) | (3) | (4) | (5) | (6) |

(Amendment No. 13 Vide O.M. No. GAD. 4 TOM 75, dated 4th March 1976)

FORM IV
(Para 27)

Monthly arrear list of the Department for the Month of 19.....

Part I - Pendency:

| No. of cases pending at the beginning of the month | No. of fresh cases opened during the month | Total | No. of cases disposed of closed during the month |
|--|--|-------|--|
| (1) | (2) | (3) | (4) |

| Balance | | | |
|---|-----------------------------------|---|-------|
| Pending in the Office subordinate officers other Depts. | Pending with Govt./Higher Officer | Pending with other (Courts Tribunals, etc.) | Total |
| (5)(a) | (b) | (c) | (d) |

| Percentage of Disposal | | |
|---|---|------------------------------------|
| On the Total number of cases referred in col. 3 | On the total number of cases excluding in col. 5(b) and (c) | No. of cases included in call Book |
| (6) | (7) | (8) |

| Of cases pending in the office, subordinate office and others Departments (col. 5(a), in Part 1) | Of cases pending with Government (col. 5(b) in Part 1) | Less than 6 months | Over 6 months | Over 1 year | Over 2 years |
|--|--|--------------------|---------------|-------------|--------------|
| | | | | | |
| Total (col. 5(d) in Part 1) | | | | | |

FORM V
(Para 29)

Weekly arrears statement of paper for the week ending name of the case worker

| Number pending at the beginning of the week | Number received during the week | Balance at the ending of the week | | | Whether the required periodicals/returns Total are sent or not | | |
|---|---------------------------------|-----------------------------------|------------------|------------------|--|-----|-----|
| | | Total | Less than 5 days | More than 5 days | | | |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) |

FORM VI
(Para 55)
Cell Book

| Sl. No. | Case Number and Year | Subject matter | Reason why no further action can be taken for over six months | Date on which action is to be restarted | Initials of the Head of Office or the Branch | Direction of Reviewing Officer | Date of revival | Remarks |
|---------|----------------------|----------------|---|---|--|--------------------------------|-----------------|---------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) |

FORM VII
(Para 60)
Fair Copying Register

| Sl. No. | Case Number | Initials of the Head of Clearance | Initials of the Typist with date | Number of pages typed with initials of | Date of return the Head of the Clearance Section | Remarks |
|---------|-------------|-----------------------------------|----------------------------------|--|--|---------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |

FORM VIII
(Para 63)

Despatch Register

| Sl. No. | Case Number of reference sent | To whom stamp used sent | How sent | | Enclosures | Remarks |
|---------|-------------------------------|-------------------------|-----------------|---------------|------------|---------|
| | | | Registered Post | Ordinary Post | | |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |

FORM IX
(Para 64)

Stamp Register

| Date | Value of Stamps |
|----------------|--------------------|
| Received | Spent..... Balance |
| (1) | (2) (3) (4) |

FORM X
(Para 65)

Local Delivery Book

Date:

| Sl. No. | Case Number | To whom addressed | Signature of the receiver with date |
|---------|-------------|-------------------|-------------------------------------|
| (1) | (2) | (3) | (4) |

FORM XI
(Para 73)

Record Register

Date:

| Sl. No. | Class Number | Index Title | Initials of the Record Keeper |
|---------|--------------|-------------|-------------------------------|
| (1) | (2) | (3) | (4) |

FORM XII
(Para 78)

Requisition Slip

1. Case Number
2. Nature of disposal
3. Year of disposal
4. Required for disposal of case number
5. Signature (with name of the caseworker)
6. Date

(Amendment No. 15 vide O.M. No. GAD 3 TOM 72, dated 4-3-1976)

FORM XIII
(Para 79)

Record Issue Register

| Sl. No. | Date of receipt of requisition slip | Number and Index title of the file | Date of issue | Signature of the case worker | Date of return | Signature of Record Keeper |
|---------|-------------------------------------|------------------------------------|---------------|------------------------------|----------------|----------------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |

FORM XIV
(Para 87)

Attendance Register

| Sl. No. | Name | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|---------|------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| 1 | 2 | | | | | | | | | | | | | | | |

16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Remarks

FORM XV
(Para 89)
Register of Casual Leave

Name of the Official

| Month | Casual Leave | Initials of the Branch |
|-----------|--------------|---------------------------|
| | To Credit | Office/Head of the office |
| | availed of | Balance |
| January | | |
| February | | |
| March | | |
| April | | |
| May | | |
| June | | |
| July | | |
| August | | |
| September | | |
| October | | |
| November | | |
| December | | |

FORM XVI
(Para 89)

Register of furniture and other articles in the office

| Sl. No. | Description of the articles | Date of Purchase of supply | Value rupee paise | Date of Payment | Reference to Cash book folio and contingent register | Condition | Remarks |
|---------|-----------------------------|----------------------------------|-------------------|-----------------|--|-----------|---------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) |

FORM XVII

(Para 91)

Library issues Register in the Office of the for the year

| Sl. No. | Date of receipt of requisition | Name of the Book | Accession Number | To whom issued | Date of issue | Signature of the borrower | Date of return | Initials of the Librarian | Remarks |
|---------|--------------------------------|------------------|------------------|----------------|---------------|---------------------------|----------------|---------------------------|---------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |

FORM XVIII
(Para 94)

Personal Register

| Sl. No. | Date of Receipt | From whom received with number and date | Subject matter | Date of despatch of reply to whom reply is sent and manner of disposal | Remarks |
|---------|-----------------|---|----------------|--|---------|
| (1) | (2) | (3) | (4) | (5) | (6) |

FORM XIX
(Para 30)

Caseworker's Diary

| Inward No. | Subject in brief | Case Number | Date of Submission |
|------------|------------------|-------------|--------------------|
| (1) | (2) | (3) | (4) |