

OFFICE PROCEDURE

PRESENTED BY

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(Retd)

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- **FILE**
- **FORMS OF COMMUNICATION**
- **CHECKS ON DELAYS**
- **D. P.**
- **Rules of Exec. Business**
- **E Services**



A FILE - KPA/15/82

- . K = KAMRUP**
- P = PERSONNEL BRANCH**
- A = Accounts section**
- 15 = 15th file**
- 82 = 1982**

REQUIREMENTS OF A SOUND OFFICE PROCEDURE

QUICK DECISION

SOUND DECISION

RECORD OF DECISION

PROMPT COMMUNICATION OF DECISION

- DIARISING means Registering of Receipts in the Section Diary.
- DOCKETING means making of Entries in the Notes portion of a File about the Serial No. assigned to each item of correspondence (whether Receipt or Issue) for its identification.
- RECEIPT means Dak after it has been received by the concerned Section/ Officer.
- INDEXING *in relation to a File* means indicating its Title under appropriate catchwords arranged in their alphabetical order with a view to facilitating its location in the event of need.

PROCESSING A FILE

- **DAK-PRIORITY MARKING.**
- **DIARY (RECEIPT REGISTER).**
- **FILE.**
- **FILE INDEX & FILE REGISTER.**
- **DOCKETING.**
- **NOTES & ORDER.**

PROCESSING A FILE

- **LOG BOOK.**
- **PEON BOOK.**
- **ISSUE (DESPATCH REGISTER).**
- **RECORDING (PRESERVATION)**
- **GUARD FILE/ PRECEDENT BOOK.**

All opened DAK as well as the Covers of unopened classified DAK will be Date-stamped

OFFICE OF THE

.....

RECEIVED ON

.....

C.R. No.

.....

SECTION DIARY NO.....

DAK REGISTER -Central Registry

Sl.No.	Particulars of Dak received	From whom received	To whom sent	Remarks
1	2	3	4	5

INVOICE

Section/ Branch

BRANCH/ SECTION.....

D A T E	C.R. Nos. of Dak sent	Number of items of Dak		T O T A L	Signature of receiver
		Registered in Dak register	Not registered in Dak register		
1	2	3	4	5	6

SECTION DIARY

Date.....

Sl. No.	Number & date of receipt	From whom	Brief subject	To whom marked	File no.	Remarks
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Number	Date
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1	2	3	4	5	6	7	8
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ASSISTANT'S DIARY

Sl. No.	Diary no. or File no.	Subject	File no.	Date of submission
1	2	3	4	5

REGISTRATION OF DAK

- **OPENING OF DAK**
- **RECEIPT OF DAK BY DIARIST**
- **PERUSAL OF DAK BY OFFICERS**
- **DIARISING OF RECEIPT-** means registering of receipts in the section diary. Receipt means dak after it has been received by the concerned section/ officer.
- **RECEIPTS NOT TO BE DIARISED.**

PRIORITY MARKING

GR-PRIORITY STATUS- NO. OF DAYS TO PUT UP

IMMEDIATE -- SAME DAY OF RECEIPT

URGENT -- WITHIN 3 DAYS

FIXED DATE -- AS FIXED

OTHERS -- 7 WORKING DAYS

ACTION ON RECEIPTS, NOTES AND ORDERS

INITIAL EXAMINATION

COLLECTION OF RELEVANT MATERIAL

BRINGING A RECEIPT ON A FILE

ASSISTANT'S LOGBOOK

NOTING

NOTE

- **CONTEXT**
- **STATEMENT OF FACTS**
- **SPELL OUT ISSUES**
- **RULE/ POLICY/ ORDER/ CASE LAW/ PRECEDENT & PRECISE EFFECT**
- **ARGUMENTS FOR & AGAINST**
- **SUGGEST SOLUTION/ ACTION/ DECISION**

FILING SYSTEM

- CONSTITUENTS OF A FILE
- PUNCHING OF PAPER
- SERIAL NO. & PAGE NO.
- DOCKETING- means making of entries in the notes portion of a file about the serial no. (receipt/ issue) for its identification.
- OPENING & NUMBERING A NEW FILE/ PART FILE
– KPA/ 15/ 82

FILING SYSTEM (CONTD.)

- **TITLE OF A FILE**
- **MOVEMENT OF FILES**
- **LINKING OF FILES**
- **INDEXING-** means indicating its title under appropriate catchwords arranged in their alphabetical order with a view to facilitating its location in the event of need.
- **RECORDING**

DRAFTING

- **WORDING**
- **AUTHENTICATION**
- **GENERAL INSTRUCTION**
- **FAIR COPIES**
- **COMPARISON**
- **STENCIL**
- **DESPATCH**

DRAFTING

- **SENDER**
- **TRANSMISSION/PROCEDURE/FLOW/CHANNEL**
- **FROM**
- **RECIPIENT**
- **CONTENTS/ MESSAGE/ TEXT**
- **RESPONSE**
- **CONSISTENCY AND ADEQUACY**
- **TIMELINESS AND ACCEPTABILITY**

CORRESPONDENCES

- **LETTER**
- **D O LETTER**
- **OFFICE MEMORANDUM**
- **ORDER**
- **OFFICE ORDER**
- **NOTIFICATION**
- **U O Note**
- **PRESS NOTE**
- **TELEGRAM**
- **EXPRESS LETTER**
- **WIRELESS TRANSMISSION**
- **TELEPHONE/ e-mail/ FAX**

Demi Official Letter.*

Shri _____
Deputy Commissioner,

D. O. No.

Dated Gauhati, the.....

My dear/Dear Shri

You are, perhaps, aware of the proposed visit by the expert committee on drought relief in this district sometime in the next month.

In this connection, certain data/information regarding crop pattern, etc. were called for from your end but this has not been received as yet, inspite of personal contact with your concerning officials.

May I, therefore, draw your personal attention to this and request you to get the reply expedited.

With regards,

Yours sincerely,

To

Shri _____

**

*To be written in Demi-Official Letter Pad.

**Name and designation of the addressee.

D O
Letter

Un- official Note

APPENDIX- VIII, PART-5
(Paragraph 102)

5. Un- official Note.

GOVERNMENT OF ASSAM
PERSONNEL DEPARTMENT.. 'B' BRANCH

U.O. No.

Dated Dispur, the 19....

Finance (Est.) Department, U / O

Subject:- Grant of special pay for holding dual charge.

Shri A.B.C Under Secretary, Health (A) Department was allowed to hold charge of the current duties of the post of Deputy Secretary, Family Planning, in addition to duties for the period fromtovice Shri X.Y.Z. granted leave.

Please concur to the grant of a special pay at Percent of his pay for the period in question for holding dual charge to Shri A.B.C.

Under Secy. to the Govt. of Assam.

COLOUR OF INK

- **BLUE/ BLUE BLACK/ BLACK**
- **BALL POINT PEN & FELT NIBS**
- **GREEN INK- MINISTERS/ SUPERIOR OFFICERS & TREASURY OFFICERS**

COLOUR OF INK- RED

- RECEIPT REG-GOI
- DOCKETING
- FLAG MARKING
- PAY ORDER ON BILL
- PRIORITY MARKING
- PAGE MARKING
- ENDORSEMENT BY T.O. ON BILLS PASSED
- PAY ORDER- DDO
- TOTAL BILLS & BELOW RUPEES.....
- CORRECTIONS IN SB
- BILLS & VOUCHERS FOR ADVAN. FROM CF
- SIGNATURE OF DA FOR RECEIPT FOR MORE THAN 7 DAYS OLD

RECEIPT TO DESPATCH

- **DAK RECEIPT**
- **OPENING DAK**
- **DIARISING & CENTRAL REGISTRY NO.**
- **PRIORITY MARKING**
- **SECTION REGISTER**
- **ASSTT. LOG BOOK**
- **DOCKETING**
- **PUT UP**
- **ORDER**
- **DRAFT**
- **FINAL COPY – DESPATCH**
- **HOW TO MONITOR?**

MONITORING

- **WEEKLY ARREAR LIST**
- **MONTHLY ARREAR LIST**

Explanation to accompany

No	Subject	Date of letter	Date of receipt in office	Date of receipt by asstt	Explanation for delay
(1)	(2)	(3)	(4)	(5)	(6)

Signature of supdt

SERVICE BOOK SUBSIDIARY RULE 102

A RECORD OF THE SERVICE OF GAZETTED OFFICERS SHOULD BE MAINTAINED BY THE AUDIT OFFICER WHO AUDITS THEIR PAY. WHEN AN OFFICER PASSES FROM ONE AUDIT CIRCLE , A RECORD OF HIS PAST SERVICE SHOULD BE PASSED ON FROM THE AUDIT OFFICER WHOSE HE LEAVES TO THE AUDIT OFFICER TO WHOSE CIRCLE HE IS TRANSFERRED.

SR 104

- **WITH EXCEPTION..... A SERVICE BOOK SHOULD BE KEPT AT THE COST OF GOVT. FOR EVERY NON GAZETTED GOVT SERVANT HOLDING A SUBSTANTIVE APPOINTMENT ON A PERMANENT ESTABLISHMENT IN WHICH EVERY STEP IN HIS OFFICIAL LIFE SHOULD BE RECORDED, EACH ENTRY BEING ATTESTED BY THE HEAD OF HIS OFFICE.**
- **HEAD– IMMEDIATE SUPERIOR.**
- **ALL ENTRIES MADE & ATTESTED.**
- **NO ERASURE/ OVERWRITING.**

- **COs – CUSTODIAN OF SB OF MANDALS**
- **SR 105- SB TO BE KEPT IN CUSTODY OF HEADS OF OFFICE (HoO)**
- **SR 106- HoO TO INITIATE ACTION TO SHOW SB TO GOVT SERVANT**
- **SR 107– PERSONAL CERTIFICATES NOT ENTERED BUT REDUCED FOR INEFFICIENCY ENTERED.**
- **SUSPENSION, INTERRUPTION WRITTEN**
- **TRANSFERRED- ENTRY → TRANSFER SB**
- **OFFICIATING GAZETTED POST- SB WITH HoO.**
- **FOREIGN SERVICE– SB TO AUDIT OFFICER.**

DUPLICATE SB

- **FAP/SC/3/69/94. DT 21.12.70—**
- **IT HAS BEEN DECIDED THAT WITH IMMEDIATE EFFECT, IN CASE OF ALL APPOINTMENTS TO NON GAZETTED POSTS, SERVICE BOOKS WILL BE PREPARED IN DUPLICATE WHEN THE PERSON CONCERNED REPORTS FOR JOINING. ONE COPY OF THE SB DULY SIGNED BY THE OFFICER CONCERNED WILL BE MADE OVER TO THE EMPLOYEE.**
- **SB LOST- PREPARE FRESH SB- DUPLICATE.**

CONTINUED

- **RECORDABLE EVENTS— APPOINTMENT PUTTING ON PROBATION, CONFIRMATION, PROMOTION, INCREMENTS, FIXATION OF PAY, LEAVE (EXCEPT CASUAL) , SUSPENSION, PUNISHMENT, REINSTATEMENT.**
- **DUPLICATE COPY ALSO TO BE SIGNED.**
- **NAME OF OFFICER TO BE RECORDED.**
- **SUSPENSION/ PUNISHMENT- ASK FOR DUPLICATE SB --TO BE SIGNED.**
- **FEG123/56/13 dt 18.10.57- LITERATE- FINGER PRINT NOT REQUIRED.**

REVISED LEAVE RULES, 1934

PRINCIPLES

- **CANNOT BE CLAIMED AS A MATTER OF RIGHT**
- **DISCRETION TO REFUSE OR REVOKE LEAVE**
- **DEPENDS ON EXIGENCIES OF PUBLIC SERVICE**
- **LEAVE NOT TO BE GRANTED WHO RETIRED
SUSPENSION, DISMISSAL OR REMOVAL**

TYPES OF LEAVE

- 1. EARNED LEAVE**
- 2. HALF-PAY LEAVE**
- 3. COMMUTED LEAVE**
- 4. LEAVE NOT DUE**
- 5. EXTRA ORDINARY LEAVE**
- 6. HOSPITAL LEAVE**
- 7. MATERNITY LEAVE**
- 8. SPECIAL DISABILITY LEAVE**
- 9. STUDY LEAVE**
- 10. CHILD CARE LEAVE**

CHILD CARE LEAVE

- **FEG11/2013/Pt.II/28 Dt. 31.7.2015**
- **Women employees having minor children.**
- **Competent authority to grant leave.**
- **2 years ie. 730 days in entire service**
- **Care of up to 2 minor children.**
- **Rearing/ exam/ sickness, etc.**

CONDITIONS

- **Not admissible if more than 18 yrs.**
- **Leave salary drawn last**
- **More than one spell**
- **Not debited against leave account**
- **3rd year → leave not due**
- **May be combined**
- **Not during probation period.**

CONTINUED..

- **Holidays included**
- **Not a matter of right**
- **Prior sanction**
- **Unauthorized absence not to be converted**
- **Leave already sanctioned not to be converted.**
- **One month before.**
- **No LTC during CCL.**
- **3 spells in a calendar year.**
- **Format.**

Disciplinary Proceeding

- **Article 309**
- **RECRUITMENT & CONDITIONS OF SERVICE OF PERSONS SERVING THE UNION OR A STATE**
- **MAKE RULES REGULATING RECRUITMENT & CONDITIONS OF SERVICE ... UNTIL PROVISION IN THAT BEHALF IS MADE BY OR UNDER AN ACT OF APPROPRIATE LEGISLATURE...**
- **PRESIDENT– UNION**
- **GOVERNOR-- STATE**

ARTICLE 311

- **DISMISSAL, REMOVAL , OR
REDUCTION IN RANK OF PERSONS
EMPLOYED IN CIVIL CAPACITIES
UNDER THE UNION OR A STATE**

THE ASSAM CIVIL SERVICES (CONDUCT) RULES, 1965.

- **AAP.77/65/35** **DT 12/2/66**
- **COME INTO FORCE AT ONCE.**
- **SHALL APPLY TO EVERY PERSON APPOINTED TO A CIVIL SERVICE OR POST IN CONNECTION WITH THE AFFAIRS OF THE STATE EXCEPT—**
- **MEMBER OF AN ALL INDIA SERVICES.**
- **HOLDER OF ANY POST IN RESPECT OF WHICH THE GOVERNOR BY GENERAL / SPECIAL ORDER DIRECTED THAT THESE RULES SHALL NOT APPLY.**

GENERAL (Rule 3)

- 1)
 - i) **MAINTAIN ABSOLUTE INTEGRITY**
 - ii) **MAINTAIN DEVOTION TO DUTY**
 - iii) **NO UNBECOMING ACTS**
- 2)
 - i) **SUPERVISORY- 'DO' UNDER HIS CONTROL**
 - ii) **BEST JUDGEMENT / SUPERIOR IN WRITING**

-- 2 child norm-- ABP.69/2019/18 Dt 16.11.2019

GIFTS (Rule 4)

- 1. NO GIFT TO BE ACCEPTED. (includes free transport, boarding, lodging, any other service/pecuniary advantage except near relative, personal friend with no official dealings. Avoid lavish hospitality.)**
- 2. WEDDING- RELATIVE- Rs. 500/= (I,II); 250/= iii; 100/= iv**
- 3. PERSONAL FRIEND- Rs. 200/=, 100/=, 50/=**
- 4. ANY OTHER CASE- Rs.75/=i,ii; Rs. 25/=iii,iv**

PUBLIC DEMONSTRATION (Rule 5)

PREVIOUS SANCTION OF GOVT

1) EXCEPT FAREWELL

2) SIMPLE & INEXPENSIVE ENTERTAINMENT

3) INFLUENCE/COLLECTION FROM CLASS III, IV

CRITICISM OF GOVT. (Rule 7)

RADIO, BROADCAST, DOCUMENT, PRESS

- CRITICISM OF GOVT POLICY etc.

-RELATION BETWEEN STATE & CENTRE

- ” ” CENTRE & FOREIGN GOVT.

- EXCEPT IN HIS OFFICIAL CAPACITY

SUBSCRIPTION (Rule 8)

PREVIOUS SANCTION OF GOVT

-ASK

-ACCEPT CONTRIBUTION

-ASSOCIATE WITH RAISING OF FUND etc.

INTOXICATING DRINKS etc

(rule 9)

- LAW ON INTOXICATING DRINKS & DRUGS

--PERFORMANCE OF DUTY NOT AFFECTED

--IN PUBLIC PLACE

**--HABITUAL USE OF INTOXICATING
DRINKS, DRUGS**

--VICIOUS HABITS– PUBLIC ESTEEM

INVESTMENT, LENDING, BORROWING (Rule 10)

-NOT SPECULATE IN STOCK, SHARE etc

--MEMBERS OF FAMILY- INVESTMENT

--GOVT DECISION FINAL

-LEND OR BORROW MONEY –OFFICIAL DEALING

--COOPERATIVE SOCIETY

-NO OFFICE BEARER OF COOP. SOCIETY

-NO BAR IN THRIFT & SAVING SOCIETIES

PROPERTY (Rule 11)

1) ASSETS AND LIABILITIES

-IMMOVABLE PROPERTY INHERITED, OWNED, ACQUIRED, LEASED, MORTGAGED– OWN NAME, FAMILY.

-SHARES, DEBENTURES, CASH, BANK DEPOSIT

-OTHER MOVABLE PROPERTY

-DEBTS & OTHER LIABILITIES

2) PREVIOUS KNOWLEDGE OF AUTHORITY- IMMOVABLE PROPERTY. PREVIOUS SANCTION IF OFFICIAL DEALINGS.

3) MOVABLE PROPERTY- Rs10000/= (I), 5000 (II); 1000/= (iii,iv)

4) GENERAL / SPECIAL ORDER- COMPLETE STATEMENT

5) VERIFICATION BY GOVT SERVANT. Concealing- DP.

OTHERS

- **PRIVATE TRADE OR EMPLOYMENT**
- **PROSECUTION OF STUDIES**
- **INSOLVENCY & HABITUAL INDEBTEDNESS**
- **UNAUTHORISED COMMUNICATION OF INFORMATION**
- **CONNECTION WITH PRESS, RADIO**
- **EVIDENCE BEFORE COMMITTEE**
- **PART IN POLITICS & ELECTION**
- **EMPLOYMENT OF NEAR RELATIVE**
- **DEMONSTRATION & STRIKE**
- **CANVASSING ; BIGAMOUS MARRIAGE/ 2 CHILD**
- **SERVICE ASSOCIATION**

SERVICE ASSOCIATION

- **NO GOVT SERVANT SHALL BE A MEMBER UNLESS RECOGNIZED.**
- **CONFINED TO GOVT SERVANTS.**
- **NOT CONNECTED WITH POLITICAL ACTIV.**
- **NOT CONTRIBUTE, SUPPORT, ASSIST, IN ELECTIONS.**
- **PUBLICATION– WRITINGS BY MEMBERS ONLY, GOVT PERMISSION.**
- **PRESS OR OTHERWISE– SANCTION.**
- **NO OUTSIDER TO ATTEND MEETING.**
- **DO NOT CONTRIBUTE TO TRADE UNION.**

PRIVATE TRADE / EMPLOYMENT

- **PREVIOUS SANCTION OF THE GOVT.**
- **HONORARY, SOCIAL, ARTISTIC, SCIENTIFIC WORK IF DUTIES DONOT SUFFER.**
- **CANVASSING (LIC) → BREACH.**
- **REPORT TO GOVT IF ANY MEMBER....**
- **COMPANY REGIST --PREVIOUS SANCTION**
- **ACCEPT NO FEE WITHOUT SANCTION.**

The Assam services(discipline & appeal) rules, 1964

Background

- **THE CONSTITUTION OF INDIA**
 - **PART XIV- SERVICES**
 - **ARTICLE 309- RECRUITMNT & CONDITIONS**
 - **ARTICLE 310- PLEASURE OF PRZ / GOVERN.**
 - **ARTIC. 311- DISMISL/ REMOVAL/ REDUCTN** —
APPOINTING AUTHORITY
RESONABLE OPPORTUNITY
- 42ND AMENDMENT**

WHY

- **INSUBORDINATION**
- **NEGLIGENCE OF DUTY**
- **UNAUTHORISED ABSENCE**
- **COURT CASES**
- **VIOLATION OF RULES / ORDERS**
- **ARRESTS / CONVICTIONS**

SUSPENSION

- IS SUSPENSION A PUNISHMENT ?
- SUBSISTANCE ALLOWANCE 50%--75%
- FOR WHOSE FAULT ?
- AS ON DUTY FOR ALL /..... PURPOSE TO BE REFLECTED.

SUSPENSION

- APPOINTING AUTHORITY**
- AUTHORITY TO WHICH SUBORDINATE**
- EMPOWERED BY GOVERNOR**
 - DISCIPLINARY PR. CONTEMPLATED**
 - CRIMINAL OFFENCE**
 - DETENTION- 48 HOURS- DEEMED**

NATURE OF PENALTIES

- 1. CENSURE**
- 2. WITHHOLDING OF INCREMENT /
PROMOTION**
- 3. RECOVERY FROM PAY**
- 4. REDUCTION**
- 5. COMPULSORY RETIREMENT**
- 6. REMOVAL FROM SERVICE**
- 7. DISMISSAL FROM SERVICE**

PROCESS

- **INFORMATION RECEIVED**
- **PRELIMINARY ENQUIRY**
- **FRAMING OF CHARGE**
- **STATEMENT OF ALLEGATION**
- **LIST OF WITNESSES**
- **SHOW-CAUSE**

PROCESS-CONTD.

- **WRITTEN STATEMENT**
- **DISPOSE / PROCEED**
- **APPOINTMENT OF INQUIRY OFFICER**
- **APPOINT. OF PRESENTING OFFICER**
- **ISSUE OF NOTICE**
- **HEARING & RECORD OF EVIDENCE**
- **SUBMISSION OF REPORT**

LENT / BORROWED OFFICERS

- **POWERS OF APPOINTING AUTHORITY**
- **POWERS OF DISCIPLINARY AUTHO.**
- **CONSULTATION**
- **MINOR PENALTIES**
- **MAJOR PENALTIES- REPLACE**

Rules of Executive business

- **MEMORANDUM OF SETTLEMENT ON BODOLAND TERRITORIAL COUNCIL**

E- services- BODOLAND.gov.in

- **Uploading– what is to be uploaded ?**
- **Uploaded- Sett notification=4 ; Social welfare=4**
- **RTPS- Perfect partition- 90 days- CO- AA -Director LR- 30 days– Patta/jamacopy, LR receipt. Rs 100**
- **Office mutation- 60 days- CO- AA- Director LR- 30 days– deed,LR receipt, ceiling, Rs 200/50**
- **Trade licence- 21 ,, - EO,Municipality- AA- CHD-30- Location plan,layout plan,building plan,ownership-Rs 12/40 persqm**
- **Building permission-45 days-member secy- TC/DA-30 ,, - Location plan, site plan, layout plan. RS 12/40 per sq meter**
- **How to make citizen friendly ? What is your role ?**
- **RTI --2nd Appellate Authority – BTC(E) 310/2004/Pt1/99- 27.8.2020**

THANK YOU

