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GOVERNMENT OF MYSORE



HAND BOOK
OF
OFFICE PROCEDURE

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GOVERNMENT OF MYSORE

MANUAL

MYSORE GOVERNMENT

PREFACE

General rules of office procedure were issued for the first time in the year 1914. These rules were subsequently revised in November 1918 and later again in November, 1924 and February, 1926. In 1942, they were incorporated in a compilation: the Manual of General Circulars and Standing Orders Part-I. After the States Reorganisation and the inauguration of the new composite State of Mysore in November 1956, three new systems of office procedure came into existence; the system prevailing in the erstwhile Government of Bombay, in the districts of Belgaum, Bijapur, Dharwar; the old Madras system in areas like Bellary, South Kanara and Coorg; and the old Hyderabad Government office procedures in the districts of Gulbarga, Raichur and Bidar along side the standing orders of Mysore in the old Mysore areas. To reduce the multiplicity of procedures to a uniform system of office management which could be made applicable to the New State was a practical necessity and also a matter of great urgency. It is in these circumstances that a Manual of Office Procedure was prepared in 1959 and made operative in all Districts and other offices outside the Mysore Government Secretariat with effect from April 1, 1960. In actual practice, it has not been possible for most of the offices to follow this Manual in its entirety for the reason that the procedures, prescribed in it entailed a great deal of scriptory work requiring appointment of additional staff. Experience of working this system over the last 10 years has shown that there is need for detailed scrutiny and simplification of methods and office procedures.

2. In 1969, Government launched a concerted and systematic drive in all offices to speed up the disposal of business and clear the back-log of a large number of long pending cases. As an essential part of the drive, concrete steps were taken to simplify and rationalize the age old practices and procedures followed in Government offices in

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the light of the latest thinking and techniques about office management. A revised Secretariat Manual of Office Procedure was issued. In regard to the work in government offices outside the State Secretariat, including the district and taluk offices, a small working group* was constituted under the Chairmanship of a senior officer to attempt a meaningful revision of the 'Manual of Office Procedure' of 1959. To enable the Committee to bring to bear on this task the practical knowledge and experience of officers directly engaged in the management of various offices, particular care was taken to make its composition broadbased by including in the working group three Deputy Commissioners of Districts, a Chief Engineer, a Senior Accounts Officer, a Sub-Division Officer, a Tahsildar, a Manager of a major Department of Government and a First Division Clerk working in a District office. The Group carried out a detailed analytical scrutiny of the system as it is now being worked, in the light of the conclusions emerging from exhaustive examination of procedures, the testimony of office managers and their own personal experience; it also produced a draft of what would be an improved and workable system of office procedure.

The new draft was also informally circulated to the Divisional Commissioners of Mysore and Belgaum and the Deputy Commissioners of Raichur and South Kanara, with a view to ascertaining their reaction to the changes proposed in the revised system. Their views have also been taken into consideration in preparing the revised Manual. The revised manual is being issued under the title "Hand Book of Office Procedure". It marks an improvement over the old Manual in several important respects. For example, the duties and responsibilities of the various functionaries in an office have been clearly and concisely spelt out. The general procedure regarding processing of receipts and files has been outlined in proper sequence. The number of registers required to be maintained in an office has been reduced. Even the registers

*For composition see Appendix I.

prescribed have been carefully scrutinised and unnecessary columns eliminated. Similarly, the number of forms has also been reduced. Such of the forms as have been retained have been revised and simplified with reference to the purpose for which they are intended. In the matter of recording of files, the index cards have been altogether eliminated because it was felt the real purpose of such recording *viz.*, location of files, can be done by reference to the Record Register. A significant aspect of the revised procedure is the emphasis it places on case work rather than on maintenance of registers and submission of returns. In fine, the revised procedures have been made simple and easy of practical application; it is hoped that if properly followed they will materially help in elimination of unnecessary delays and improvement of standards of work and efficiency.

4. Methods and procedure of work must be continually reviewed in order to ensure their usefulness. Suggestions for the improvement of the system set out in the Hand Book will be welcome from time to time and given earnest consideration.

December, 1970.

R. N. VASUDEVA,
Chief Secretary to Government.

HANDBOOK OF OFFICE PROCEDURE

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HAND BOOK OF OFFICE PROCEDURE

CHAPTER I

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 case workers 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 Munshi 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 persons who seek replies from his office are able to get these promptly; and
- (e) to visit periodically the different Sections of his office, inspect 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 overall responsibility of the Head of the Office in any respect.

5. Each Branch 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 caseworker should be entrusted with one or more compilations so as to divide the work in the Section evenly 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 sub-divided; where this is not feasible, a solution may be to distribute it on a territorial basis.

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 case-worker. The Head of a Section has full authority to give a particular case to any case-worker and the latter 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 on with officers of equal or higher status and all other matters where, statutorily, the Head of the Office 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 business;
- (b) to help the inexperienced 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) to concentrate his attention where it is most required and see that his Section works smoothly and efficiently;
- (e) to see that the case-worker maintains his 'Case Register' properly and up-to-date;
- (f) to make certain that the despatch of outgoing periodicals is 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 arrear lists of cases and the weekly arrear 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 are called from subordinate officers, the specific points on which information or comments are required are clearly stated by the case-workers in the references to be issued;
- (l) to ensure that the time limit is kept by the case-workers 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 fulltime job;
- (o) to ensure that whenever there is a transfer of a case worker in his Section, a detailed charge-list of all the pending papers is prepared and full responsibility assumed by the incoming official; and
- (p) to inspect the work of every caseworker under him 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 compilations entrusted to him;
- (b) to arrange papers and cases in order, state 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;
- (f) to be well acquainted with the prescribed procedure;
- (g) to ensure that all 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 these are delivered for despatch;
- (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 Registers and hand over complete charge of these records and registers 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 setup of the office and delegation of powers. Any amendments and alterations shall also be noted in this book.

✓ TRILITERAL INDEX LETTERS

10. Each compilation will be distinguished by unchanging trilateral index letters. In order to secure uniformity, the Heads of Departments 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 stamp on the petitions before these are handed over to the concerned Section/case worker, for further action;
- (c) to distribute tappal, after its receipt, to the case-workers immediately and, in any case, not later than 24 hours;
- (d) to fair copy approved drafts and return them to the case-workers concerned;
- (e) to despatch outgoing correspondence;
- (f) to maintain the registers prescribed for the Section; and
- (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.

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

As far as possible, the Head of Office/Branch shall indicate 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, arrangements to be made in connection with tour programmes of V.I.Ps., emergent cases of hearing, taking delivery of goods from Railways and the like.

GENERAL RECEIPT REGISTER

13. All papers received in the office shall, without exception, be registered in the General Receipt Register (Form I) on the same day. All papers pertaining to a single compilation shall be consecutively entered to facilitate acknowledgement 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 in column 6 of this register.

14. In offices where the daily receipt of papers and references is 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 number and trilateral index of the 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

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Register unless it is of an extremely elementary type. For instance, if any application or a reference is received in an office which cannot deal with it, it can be returned to the applicant or redirected to the office concerned from the Clearance Section itself, with a suitable endorsement on the application. In such cases, the serial number of the paper in the General Receipt Register shall be quoted as the despatch number.

CLASSIFICATION OF REFERENCES

17. The tappal received by the 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, appointments, passports, 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 case 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 or 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 REGISTERS

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 teashop, it is well known from the outset that this application will be forwarded to the local Revenue official for report and the Police authorities for investigating 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 are appropriate to the nature of the case. It shall be so designed as to minimise the scriptory work involved in noting the progress of the case and be a guide to the caseworker on the procedure to be adopted while dealing 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 Registers for the office depending upon the number of outgoing periodicals. The Periodical 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 allotted 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 Department shall prescribe the periodicals required for his Department, *i.e.*, 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 records under the acknowledgement of the Record Keeper.

CASE REGISTER

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

22. Column 4 of the Case Register shall be filled with great care. This is the entry from which cases will be identified after final disposal. Since this register is to be kept for each compilation separately, the subject matter in column 4 should be clearly stated to bring out the exact description of the case.

23. Where references or cases are sent out in original, mention shall be made in the remarks column of the Case Register of the date of despatch and of the office to which it is sent. The final disposal of the case will be noted in Column 5 and the Record Keeper's acknowledgement obtained.

OPENING OF REGISTERS

24. All Registers shall be opened from the first of April. The pending cases shall be brought forward to the corresponding Registers.

files
 NUMBERING OF CASES

25. (a) While compilations are distinguished by trilateral index letters, 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: WTN/CR/615/68-69

(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-42/68-69 means that the case relates to LND compilation and bears serial number 42 in the Special Register of 1968-69;

(b) Similarly, each periodical shall be distinguished by trilateral index letters showing its object;

Illustrations:

If it is a periodical showing the number of encroachments, 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 68-69 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 compilations.

Illustrations:

A Village Panchayat requests Government for a drinking water well, a school and vaccination facilities. It 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 not 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 the 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 one 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 on 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 of correspondence. The Monthly Arrear List of cases indicate the position regarding the former. It is also necessary to ensure that the caseworkers 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 on the last working day of the week. This enables the Section Head to keep track of the papers pending with the caseworker in respect of all the compilations he is dealing with, assist him in gauging the work load of each caseworker and helps him to initiate action on delayed reference.

CHAPTER III

MANNER OF HANDLING OFFICE WORK

30. The caseworker shall deal with all papers without any delay. However, those relating to urgent cases deserve speedy disposal in preference to other cases. Papers marked 'TODAY' and 'IMMEDIATE' must be worked up the very same day and those marked 'URGENT' attended to within two days. No paper shall remain unattended to for more than five days. The Heads of Sections, Branches and offices are required to attend to papers sent to them on the same day as far as possible.

31. The caseworker will arrange his files in five bundles, viz., (1) Cases pending disposal; (2) Await files (3) Periodicals (4) Circular Files and (5) papers to go to the record room. In each bundle, the individual files shall be arranged according to their serial numbers. This automatically ensures their arrangement in a chronological order, 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

32. The caseworker will maintain a circular file for each compilation in which all the orders, circulars, official memoranda, etc., of a general nature issued by Government and Heads 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.

33. 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 memoranda, etc., emanate. All these will be chronologically arranged and indexed.

34. 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 remarks 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 no 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 a 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 memoranda on administrative and establishment matters shall be kept only by the Clerk incharge of the establishment compilation and the Record Keeper.

✓ CURRENT FILE AND ITS ARRANGEMENT

35. The papers forming the current file shall ordinarily be tagged together, pins being used only when a file consists of couple of papers. The noting 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.

36. On the top sheet of both the note file and the correspondence file, the number 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/Case Register.

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

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

39. 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 letters, etc., should not go to the file unless the file itself is confidential. When a file contains bulky enclosures, like maps, they shall not be tagged with the correspondence file, but kept separately on the same file board neatly packed in an envelope on the top of which should be inscribed 'Accompaniments to Case No'

40. 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.

41. When a new case is started, the caseworker shall put up a brief note after studying the papers and relevant rules and circular 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 a linked file. The linked file shall be kept immediately below the current file and both tied together. Where numerous cases of a repetitive type have to be dealt with, the Heads of Offices may prescribe *pro forma* note sheets with blanks to be filled in by the caseworkers.

42. 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 reproduce the query at the end of the note and answer it.

43. 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 facts, 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, where the course of action is obvious, the caseworker will put up a draft reply for approval.

44. 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 page or paragraph of a linked file, the relevant page shall be flagged.

45. While dealing with a case, a fresh subject may arise, which really ought 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 the 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 Tahsildar 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, without allowing it to sidetrack the main issue. The departmental proceedings shall be treated as a separate case and numbered like any other fresh case.

46. Whenever a case is sent for enquiry and report to a subordinate officer, the specific points on which information or comments are desired must be precisely indicated.

47. 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.

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

49. In some cases, the correspondence may be carried on in original, i.e., the views of the 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 another 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 on the file.

DISPOSALS

50. The following shall be the different types of disposals, viz., 'A', 'B', 'C', 'D', 'E' 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'	..	disposal is assigned to those papers which are sent out of the office in original for either further action or record.

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

RECORD FILES

51. 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 no action is to be

taken. These need not be assigned any separate number. They are to be filed chronologically. The Head of the Office shall determine, by an order in the office order book, what papers should be included 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 cuttings of the Gazette should however, be preserved separately.

DESTRUCTION OF RECORDS CONNECTED WITH ACCOUNTS

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

PREMATURE DISPOSAL

53. The caseworkers shall not close cases merely because these have been pending for long. Premature disposals 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 ensue. 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 revived and worked under the old number itself.

CALL BOOK

54. A case in which immediate action is not possible and further action is required to be taken after a long time

(say, six months) shall be sent to the Record Room for safe custody and return on an appointed date. A 'CALL BOOK' is to be maintained for noting such dormant cases. In such cases, the Special/Case Register number shall not be closed, but a reference should be made to the Call Book entry.

The Call Book shall be maintained in Form VI by the Record Keeper.

CONFIDENTIAL PAPERS

55. 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 whether they fall in category (i) or category (ii). If it is decided to treat them 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 within category (ii) will be dealt with by the Head of the Office himself, like departmental examination papers, secret investigations, etc. The Head of the Office shall keep a separate box for confidential papers. He shall maintain a Case Register in Form III for making entries pertaining to such confidential papers dealt with by him.

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

23

FAIR COPYING AND DESPATCH

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

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

59. The Head of the Clearance Section shall keep a Fair Copying Register in Form VII.

60. The case-worker 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.

61. 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.

62. The despatcher 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 the stamp 'DESPATCHED'. The official despatching the paper shall put his initials and date below the stamp 'DESPATCHED'. The despatcher shall then return the draft to the case-worker

concerned. The draft and other references 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 letters will be sent separately.

63. At the end of the day, the Despatcher shall total the value of the stamps used (service postage or frankings) during the day. He shall maintain a Stamp Register in Form IX.

64. Despatch can be 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

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

66. 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 on the classification given to the particular case.

67. The case-worker shall ensure that an index is properly prepared before a file is handed over to the Record Keeper. The index of every case shall consist of three parts, (a) the index letters of the compilation, (b) the

sub-head under the compilation and (c) brief particulars 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 to write the sub-head to which the case belongs. Thereafter, further particulars can be filled in by writing either the person or the institution or the place involved.

Illustrations

(i) Under REV (*i.e.* Revenue) compilation will come several sub-heads 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 trilateral index of the compilation, *viz.*, NHW will indicate the broad category of the file. After the letters NHW the sub-head, '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 Highways', further details regarding the place where it is built ensures easy tracing of the recorded 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.

68. The case-worker 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 jackets stitched to them. The case-worker shall obtain the acknowledgement of the Record Keeper in the Special Register/Periodical Register/Case Register in the relevant column.

69. The case-worker shall send to the Record Room all disposed of files (except the 'E' papers) once a fortnight.

To facilitate the work of the Record Keeper, different dates shall be assigned to different Sections, so that there is no rush of work for the Record Keeper on any particular day.

70. The papers which have been assigned '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.

71. Though no elaborate indexing is necessary for 'E' papers, the case-worker 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 acknowledgment on one copy. This list shall serve the purpose of the Record Register so far as 'E' papers are concerned.

72. For the other papers (*i.e.* A, B, C, and D) received in the Record Room, the Record Keeper shall keep a 'Record-Register' in Form XI. This register shall be maintained for each year separately. The Register shall be kept in parts, each compilation being apportioned a few pages.

73. The Record Keeper shall keep the recorded files in separate bundles, according to their compilations and also according to the nature of disposal.

74. In each bundle, the files shall be arranged, not alphabetically, but according to the serial numbers they bear.

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 every month, the Record Keeper shall affix a label on each bundle, showing the name of the compilation and the month of disposal. After twelve months, the bundle will be destroyed. The list furnished by the case-worker will be a record of the papers destroyed.

77. At the time of destruction of other papers (A, B, C and D), no 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 case-workers. 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 case-worker requiring an old case file from the Record Room for reference shall fill in a 'Requisition Slip' in Form XII.

79. On receipt of a Requisition Slip, the Record Keeper shall locate 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 caseworker 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 case-worker who will then destroy the slip.

83. Every quarter, the Record Keeper shall circulate a list of the recorded files pending with each case-worker for more than one month. The case-workers shall initial this list and either send the record(s) 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 the Office/Branch, for his information.

CHAPTER IV

INSPECTIONS

85. Two kinds of inspections shall be conducted regularly in any office:

(i) Monthly inspection by the Head of the Section; and

(ii) Annual inspection by the 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 work load and performance of the individual members

of the staff. During inspection, he shall verify whether the points made at the time of 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.

ATTENDANCE

86. Every member of the staff shall attend office punctually. The Heads of 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, etc., 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 day fifteen minutes after the start of office hours.

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 Mysore Financial Code (Form XVI).

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. A register of Books and Publication in Form XVII and a Library Issue Register in Form XVIII shall be maintained.

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

	<i>Register</i>	<i>Disposal</i>
1.	General Receipt Register	.. 'D'
2.	Special Registers	.. 'C'
3.	Periodical Register	.. 'E'
4.	Case Register	.. 'C'
5.	Monthly Arrear List of Cases	.. 'E'
6.	Weekly Arrear Statement of Papers	.. 'E'
7.	Call Book	.. 'C'
8.	Fair Copying 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'
19.	Personal Register	.. 'C'

VARIOUS STAGES IN THE CAREER OF CASE

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

** 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 XIX. In addition, the following registers shall be maintained in such offices :

- (a) The General Receipt Register (Form I).
- (b) Despatch 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 XVI).

95. In smaller 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

PROCEEDINGS OF THE GOVERNMENT OF MYSORE

Subject :—Revision of Manual of Office Procedure—Constitution of a Committee.

ORDER No. GAD 3 TOM 69, BANGALORE, DATED THE 14TH APRIL 1969
CHAITRA 24, S. E. 1891.

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 be constituted consisting of the following Members :—

- | | |
|-------------------------------------------------------------------------------------------------|----------|
| Sri T. R. Satish Chandran, Director of Industries and Commerce, Bangalore. | Chairman |
| Sri K. S. N. Murthy, Commissioner, Hassan | Member |
| Sri M. Shankaranarayanan, Deputy Commissioner, Bangalore. | Convenor |
| 4. Sri Jayakumar Anagol, Deputy Commissioner, Raichur. | Member |
| 5. Sri M. C. Antin, Chief Engineer (General), P.W.D. Offices, Bangalore. | do |
| 6. Sri M. G. Faheem, Chief Accounts Officer, Directorate of Food and Civil Supplies, Bangalore. | do |
| 7. Smt. Saritha Das, Assistant Commissioner, Bangalore. | do |
| 8. Sri M. L. Nagaraja, Tahsildar, Bangalore South Taluk. | do |
| 9. Sri K. Manjunath, Manager, Directorate of Health Services, Bangalore. | do |
| 10. Sri M. Rangappa, I Division Clerk, Office of the Deputy Commissioner, Bangalore. | do |

2. The Committee will undertake a thorough revision of the 1959 Manual keeping in view the need for reducing delays and promoting efficiency in transacting the business of Government in the Offices and may, for purposes of carrying out this task visit any of the Government Offices situated in Bangalore City.

3. The Committee shall complete its task within a period of three months and submit the revised Manual of Office Procedure to GAD (ERB) within the stipulated time.

4. The expenditure on this account 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. 4598, dated 8th April 1969.

T. S. NARAYAN RAO,

*Deputy Secretary to Government,
General Administration Department,
(Efficiency Research).*

To.

The Chairman/Convener/Members of the Committee.
Secretaries to Government.
Divisional Commissioners.
Heads 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 Compilations.

ADM	Administration
AGR	Agriculture
BND	Boundary Marks
BGD	Budget
CNS	Census
CTS	City Survey
DLR	Land Records
EST	Establishment
FAM	Famine
FOR	Forests
LAQ	Land Acquisition
LND	Land
MAG	Magisterial
MED	Medical
MSC	Miscellaneous
MUN	Municipal
POL	Police
REV	Revenue
STP	Stamps
SRV	Survey and Settlement
TAG	Tagai, Takkavi
VET	Veterinary
WTN	Watan

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

APPENDIX III

[PARA 85 (a)]

Questionnaire for Monthly Inspection

1. Name of the Compilation
2. Date of Inspection
3. Has the case worker complied with instructions given in the previous inspection ?
4. Has the caseworker arranged the papers according to the five bundle system ?
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 despatched within the prescribed time limit ? (Note the periodicals and delay if any).
9. Has the caseworker maintained the circular file separately for each compilation upto 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 arrear 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 note the defects and record suggestions for improvement.

APPENDIX IV

[PARA 85 (b)]

Guidelines for Annual Inspection

1. Information about the Office :

- (1) Name of the office
- (2) Date of last inspection
- (3) Date of present inspection
- (4) Have the points observed during the monthly inspections by the Section Head been complied with in 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,
Manuals, Rules, Regulations.
- (9) Condition of furniture,
office equipment, stationery,
Please report on the existing position and
give suggestions for improvement.
- (10) Have the trilateral index
Letters been communicated !
Are any changes necessary !
If so, has any reference
been made to the Head of the
Department ?

II. Manner of maintenance of Registers

(1) The General Receipt Register :

Is it being maintained properly and full signatures 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 revival ?

(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 stamp account being maintained ?

III. Assessment of the work of the office :

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

Compilation	Opening Balance	Receipts	Total	Disposals	Balance	Percentage of disposal	Remarks
1	2	3	4	5	6	7	8

(2) Review of the performance of Sections in relation to their workload.

Serial Number	Number of cases pending					Total		
	Over two years	Over one year	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).
- Number of pending cases
 - Date of receipt of oldest case
 - Are new cases in the Special/Case Registers being opened properly ?
- (4) Periodical returns :
- Is the periodical register maintained ?
 - Are the periodicals being sent in time ?
 - Reasons for delay, if any
- (5) Indexing and Recording :
- After final disposal, are the records being sent in time to the Record Room properly indexed and stitched ?
 - Are acknowledgements of the Record Keeper being obtained in the relevant Registers ?
 - Are the record files being entered in the Record Register and arranged in bundles as prescribed in the Hand Book of Office Procedure ?
 - Are the caseworkers able to get the records from the Record Room promptly ?
- (6) Circular Files :
- Are Circular files being maintained for each compilation by the caseworkers ?
 - Are these chronologically arranged and indexed ?
- (7) (a) Monthly Arrear List of cases :
- Are the monthly arrear lists of cases prepared ?
 - Are these checked regularly by the Head of the Section and submitted to the Head of the Office ?

- (b) Weekly arrear statements of papers :
Are these being prepared by the compilation clerks and checked by Heads of Sections regularly ?

- (8) A few case files, registers and recorded files should be taken and personally checked with reference to the correctness of the answers. Any delay or 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 work load of caseworkers :

- Is the rate of disposal satisfactory ?
If not what has to be done to improve it ?
- Is any redistribution of the individual work load of caseworkers required ?

V. Remarks of the Officer and suggestions for improvement.

APPENDIX V

(PARA 93)

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 it 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 at the appropriate place in the concerned file and takes action without making any entry in the Special/Case Register.
(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 on it.
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 facts 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 hands over the matter to be typed to the Head of Clearance Section for fair copying.
8. The Head of Clearance Section makes a note of 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 the signed fair copy with its enclosures and accompaniments, if any, and the 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.
16. The Despatcher then sends the office copy to the caseworker, who will keep it with the concerned papers or file.
17. After the case is finally disposed of, the caseworker determines the category of disposal to be assigned to the closed file with the approval of the Head of the Section.
18. If the disposal assigned is '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 his '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 Lists, 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 the index number, category, year of disposal and the number of pages in the file.
24. Every fortnight, the caseworker sends to the Record Keeper the files due to be recorded along with the relevant registers.
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 their compilations and the nature of disposal. He shall arrange them, not alphabetically, but according 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	Date	Number (if any)		
1	2	3	4	5	6

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FORM II

(PARA 20)

Periodical Register

Compilation.....

Year.....

Sl. No.	Name of the periodical with periodicity	Due date of Despatch	Actual dates of despatch												Re- marks
			April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

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FORM III

(PARA 21)

Case Register

Sl. No.	Date of receipt by the caseworker	From whom received with number and date	Subject Matter	Nature of disposal with date	Date of sending the file to record room with initials of Record Keeper	Remarks
1	2	3	4	5	6	7

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FORM IV

(PARA 27)

Monthly arrears list of cases for the month of

Compi- lation	Register	Number pending at the beginning of the month	Number opened during the month	Total Number disposed of	Balance Number pending in the office	Break-up of the figure in Column Number 7 (c)				Remarks				
						Balance pending out-side office	Total	Over one month	Over three months		Over six months	Over one year		
1	2	3	4	5	6	7 (a)	7 (b)	7 (c)	8 (a)	8 (b)	8 (c)	8 (d)	9	
1.	Periodicals													
2.	Special Registers													
3.	Case Registers													

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NOTE :-The number of cases pending in the Special Registers and Case Registers each month can be counted from the registers themselves. The number of periodicals in arrears will be ascertained from the periodical register. So far as periodicals are concerned, Column 4 of this list will show the number of periodicals which have become due during the course of the month.

FORM V

(PARA 29)

Weekly arrear Statement of Papers for the week ending.....

Name of the Caseworker.....

Number pending at the beginning of the week	Number received during the week	Total	Balance at the end of the week			Remarks
			Less than 5 days	More than 5 days	Total	
1	2	3	4	5	6	7

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FORM VI

(PARA 54)

Call Book

Serial Number	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

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FORM VII

(PARA 50)

Fair Copying Register

Date.....

Serial Number	Case Number	Initials of the Head of the Clearance Section	Initials of the Typist with date	Number of pages, typed	Date of return from the typist with initials of the Head of the Clearance Section		Remarks
1	2	3	4	5	6	7	

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FORM VIII

(PARA 62)

Despatch Register

Date.....

Serial Number	Case number of reference sent	To whom sent	Stamp used	How sent		Enclosures	Remarks
				Registered post	Ordinary post		
1	2	3	4	5	6	7	8

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FORM XI

(PARA 72)

Record Register

Date.....

Serial Number	Case number	Index Title	Initials of the Record Keeper
1	2	3	4

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FORM XII

(PARA 78)

Requisition Slip

Compilation

Number of the file required (if known)

Required for the disposal of case number.. ..

Initials of the caseworker

Date of requisition

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FORM XIII

(PARA 79)

Record Issue Register

Serial Number	Date of receipt of requisition slip	Number and index title of the file	Date of issue	Signature of the caseworker	Date of return	Signature of the Record Keeper
1	2	3	4	5	6	7

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FORM XIV

(PARA 87)

Attendance Register

Serial Number	Name	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	2															

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16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Remarks
1										2		3			4	

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FORM XV

(PARA 88)

Register of Casual Leave

Name of the official.....

Month	Casual Leave			Initials of the Branch Officer/Head of the office
	To credit	Availed of	Balance	
1	2	3	4	5
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

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FORM XVI

(PARA 89)

Register of furniture and other Articles in the office.....

Sl. No.	Description of the article	Date of purchase or supply	Value		Date of payment	Reference to cash book folio and contingent register	Conditions	Remarks
			Rupee	Paise				
1	2	3	4	5	6	7	8	

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FORM XVII

(PARA 91)

Register of Books and Publications in the office of.....

Sl. No.	Name of the Book or publication	Name of Author	Name of Publisher	Year of Edition	Price	Remarks
1	2	3	4	5	6	7

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HANDBOOK OF OFFICE PROCEDURE
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