

# Secretariat Office Manual

*The pathway for better performance*

Speedy disposal

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Dy. Secy to Govt. PR&RD



# **Unsystematic work pressure force the Govt.Servant to think.....**

“A citizen is the least important visitor in our premises.

“He is dependent on us.

“He is an interruption in our work.

“He is an outsider to our core business, such as office work, sending reports, implementing the orders of our bosses, attending to our personal work etc.

“We are, therefore, doing him a favour by attending to him.”

**(With due apologies to Mahatma Gandhi)**

# What are the functions of Secretariat



# Secretariat

- Assist Council of Ministers in framing of policies, approval of plans, programmes and activities for overall development of state
- Assist COM on the work connected with legislation, laying down rules and procedures
- Assist in financial control, general direction, monitoring and evaluating the work done by the implementing depts/agencies.

# SOM

- SOM is the back-bone of **process management** in the Secretariat.
- **Departmental instructions:** To supplement SOM and to suit special conditions and requirements of the dept.
- **Efficiency:** Efficiency is judged on the ability to dispose of tappals with speed duly following the procedures
- **To keep appropriate record** not only of what has been done but also of why it was so done.

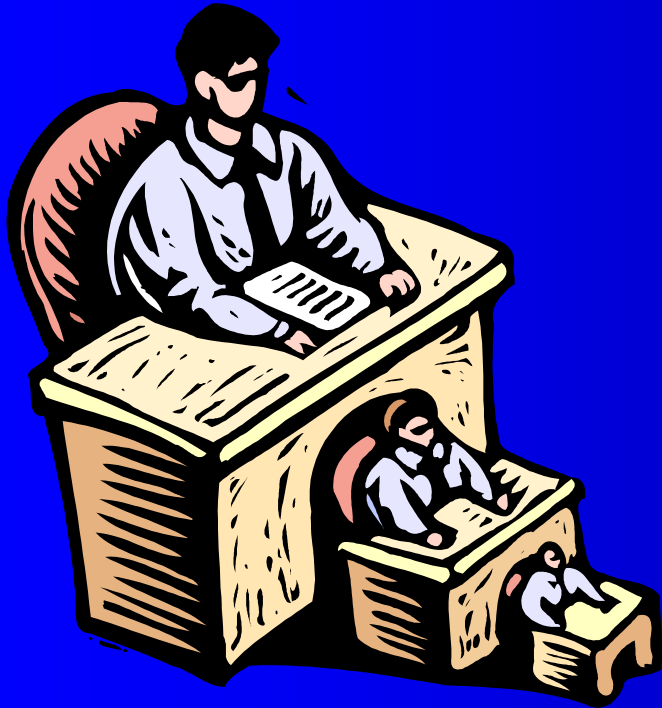
# SOM

Consisting of 492 paras in 22 chapters and 9 appendices which was revised in the year 2005

1.	The Secretariat Organisation	1- 16 (16)
2.	Definitions	17- (1)
3.	Outline followed from receipt to disposal	18-28 (11)
4.	<b>Forms and Rules of Correspondence</b>	<b>29-34 ( 6)</b>
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8.	Procedure in dealing with proposals Legislation, LAQs, Resolutions etc.,	128-147 (20)
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10.	Confidential, Secret & Top Secret papers- Maintenance and Custody	155-166 (12)
11.	Circulation-General Instructions	167-185 (19)
12.	Indexing	186-220 (35)
13.	Printing and Proof correction	221-236 (16)
14.	<b>Checks on delays and arrears</b>	<b>237-251 (15)</b>
15.	Secretariat Library	252-291 (40)
16.	Fair Copying, Examining and Despatch	292-344 (53)
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19.	Secretariat Buildings and their conservancy	390-414 (25)
20.	Office Hours, Leaves etc.,	415-452 (44)
21.	Office Management	453-476 (14)
22.	Miscellaneous	477-492 (16)

# FOR GOOD GOVERNANCE



- **STRUCTURE**
- **PROCEDURES and PROCESSES**
- **PROPER MONITORING MECHANISM**
- **ENFORCE DISCIPLINE**
- **RESPONSIBILITY AND ACCOUNTABILITY**



# STRUCTURE

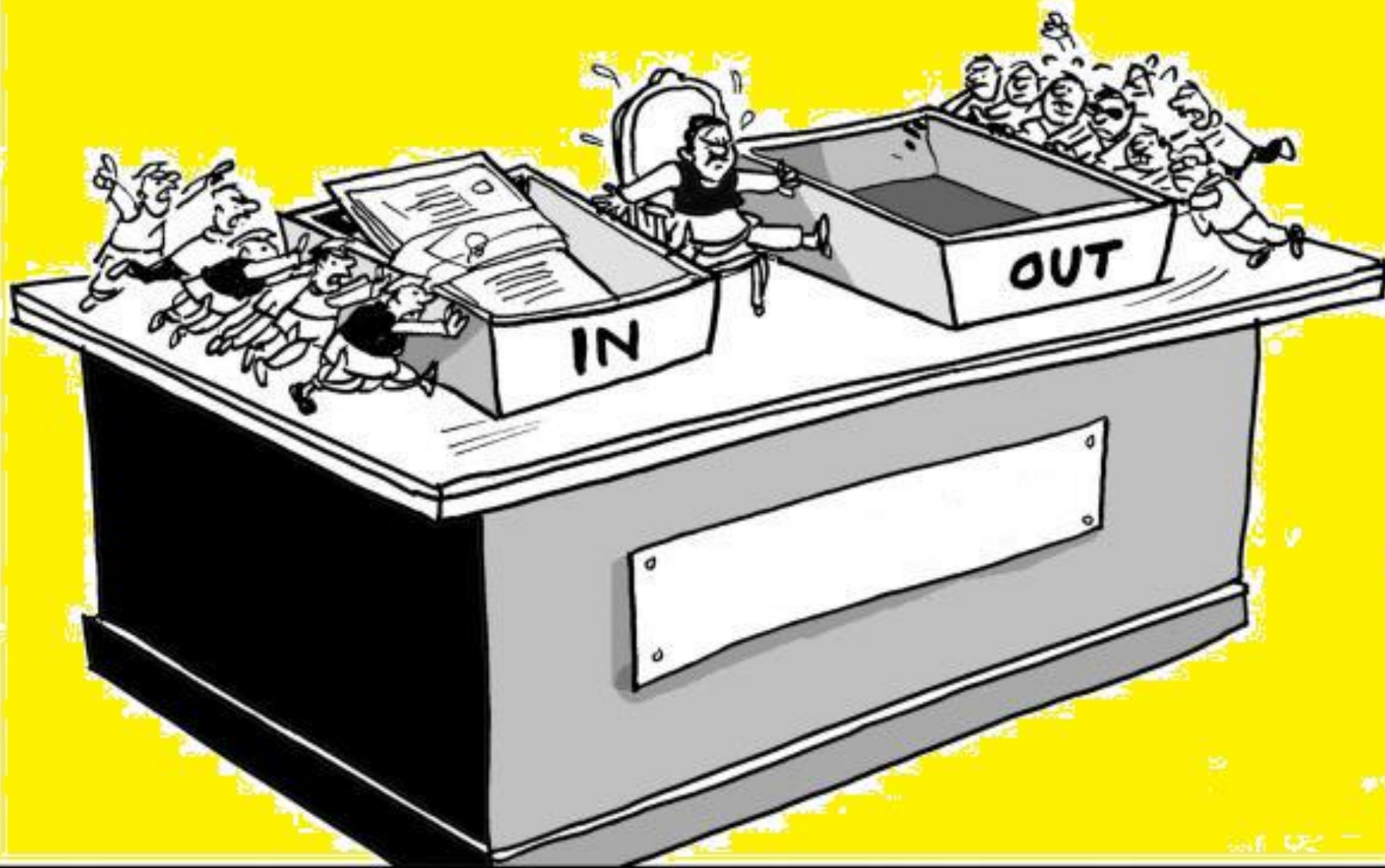


<b>Section SO ASO</b>	<b>Asst.Secy</b>	<b>DS/JS/Adl.S/Spl.S</b>	<b>Secy/Prl.Secy/Spl.CS</b>
Efficient&expeditious despatch of business in all stages in Section	Exercises control over the sections in despatch of business&discipli	Identical to that of Secy in regard to subjects allocated	<ul style="list-style-type: none"> <li>•Secretary to Govt. not to Minister-in-charge</li> <li>•Resort to personal communication to reduce noting</li> </ul>
To train ASO	Appointing Authority for Class IV (OP)	Circulate the files to CS, Ministers, CM as per SI 8 (e)	•Responsible for observation of Business Rules and Secretariat Instructions
Avoid needless noting & correspondence	Check delays		•Exercises supervision & control over the Officers and staff under him
Attend difficult & important papers	Final disposal of routine cases as decided by Secy.		•Overseeing that they do the work allotted to them efficiently & expeditiously
Responsible for accuracy of notes & drafts	Raise points on which orders are required & his opinion		•His duty is to take steps for prompt despatch of business in his dept.
Check correctness of facts in the proposal			•Senior most Secy will be the official head of the Dent

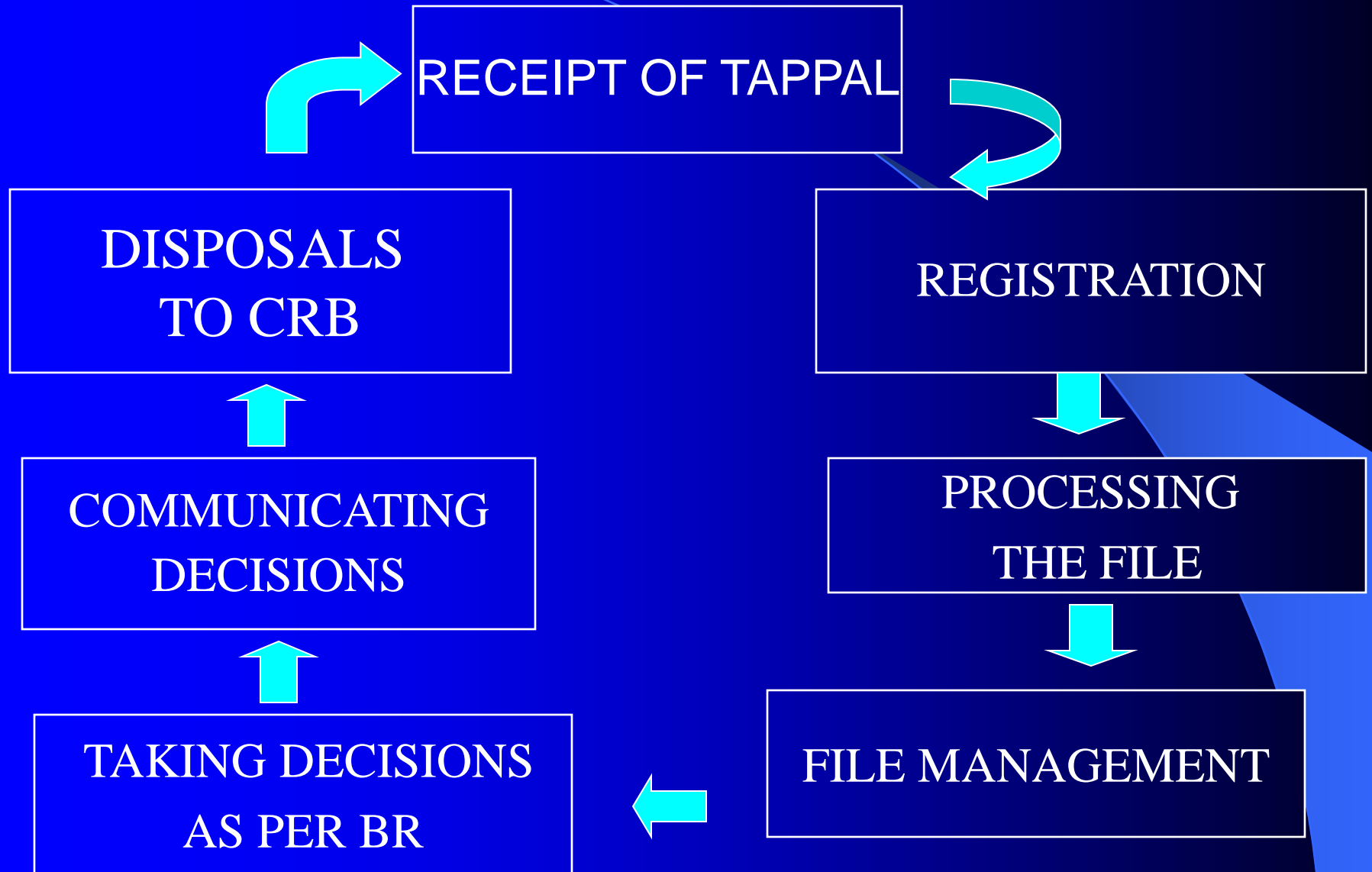
# DESK OFFICER SYSTEM

A	B	C
<ul style="list-style-type: none"> <li>•Circulation Note</li> <li>•Cabinet Memorandum</li> <li>•Drafting GO based on Cabinet Resolution</li> </ul>	<ul style="list-style-type: none"> <li>•Unstarred LAQs/LCQs</li> <li>•Parawise remarks/Counters</li> <li>•Drawing &amp; Disbursing Officer</li> <li>•Class IV establishment</li> </ul>	<ul style="list-style-type: none"> <li>•All routine files</li> <li>•Draft answer of LAQ/LCQ based on facts</li> <li>•Medical reimbursement</li> <li>•Routine court cases</li> </ul>
<ul style="list-style-type: none"> <li>•LAQs/LCQs</li> <li>•State Govt. views on House Committee Reports</li> </ul>	<ul style="list-style-type: none"> <li>•Get replies from HODs</li> <li>•Inspect the sections</li> <li>•Examine the disposal of business</li> </ul>	<ul style="list-style-type: none"> <li>•Relaxation of Transfer orders</li> <li>•Employee related representations as per rules</li> </ul>
<ul style="list-style-type: none"> <li>•Explanatory Notes on CAG reports</li> </ul>		<ul style="list-style-type: none"> <li>•Release of quarter grants,etc.,</li> </ul>
<p><i>Files relating to confidential nature, policy implications, etc., to be under custody of Circulating Officer</i></p>		
<p><b>“Circulating Officers”</b></p>	<p><b>“Assistant Secretary”</b></p>	<p><b>“Section Officer”</b></p>

# Outline from Receipt to Disposal

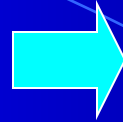


# Outline followed from Receipt to Disposal(18-28)



# TAPPAL (35-53)

Opening of SC/Secret/  
Confi/ papers/ DOLr



Perusal & indicate  
Urgency grading  
(Minister's references/Dos, etc.,)



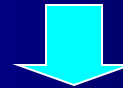
sort out IMP papers &  
submit to Secy



Indicate the line of Action  
on tappal stage



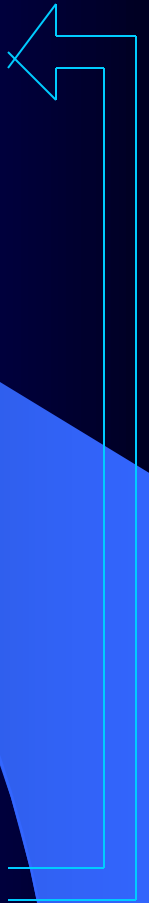
Sort out Papers DS/JS/  
Adl.Secy wise



Dictate replies for  
urgent papers



Distribute the tappals  
to the Sections



# Tappals-MPs/MLAs/CMP/Ministers

- Correspondence with MPs/MLA
  - Reply from Minister himself
  - If HODs- direct reply for routine matters
  - Information sought – same as on the floor of house
  - Reply within 15 days or interim reply
  - Looked at User's Point of view not admn convenient
  - Watch the disposal by DS/JS through a register in the peshi (Appendix-IX)
  - Disciplinary action –failure on the part of Officers/staff



Who should take up the current relates to  
more than one section



# Papers to be submitted to Secy at Tappal Stage(para 42)

- Letters from APPSC, GOI, other states, Foreign embassies, Consulates
- Notices/Orders of High court, APAT
- Papers of disciplinary proceedings such as ACB, IB, Vigilance Commission, TDP
- Important communications from Ministers

# Tappals - Accountability

- Acknowledgment for all Tappals at any state with Full signature & date and official seal
- When the current relates more than one section
- Transit Register
- Confidential/Secret papers/DO Lr by Peshi
- The currents mentioned in Numbering Book deemed to have received by the section unless otherwise pointed out (para 49)

# Registry of papers (54-71)



- Maintenance of PR
- Title to be brief and accurate
- Treatment of papers wrongly addressed
- Entry of references
- Entry of reminders
- Closing the currents

# Communication received in Secretariat

## Correspondence Rules(Para 31 of SOM)

- Name & designation shall mention at head of every letter/proceedings etc.,
- Arrangement of papers-Single tag-No pins
- Proposal shall be in full shape independent of enclosures
- Shall be enclosed all references in the proposal
- Complete proposal after consultation among HODs
- Separate letters for distinct subjects
- Financial sanction – Code of written authority
- When papers returned-Treat reply as fresh proposal

General approach will be not to give relaxation in individual cases but to amend the Act or Rule or guidelines in cases of real hardship so that benefit accrues to all and not to a few individuals who approach for such relaxation

# Para 155 of SOM (Confidentiality)

<b>Earlier</b>	<b>Amended Version as per G.O.Ms.No.60 GA (IC) Dept dt25.1.2012</b>
<p>All Papers are confidential to outsiders and public including Non-Secretariat Government Employees</p>	<p>Every Communication received in the office and the registers and papers including disposals showing the steps taken in connection therewith shall be communicated to a member of public or any organisation, full and accurate information which can be disclosed under the RTI Act.</p>

# Maintenance of Confidential papers (155-166)

- **A. TOP SECRET:**
  - Military operations
  - Secret methods of warfare
  - Matters of high political policy
  - Secret intelligence
- **B. SECRET**
  - VVIP visits
  - Intelligence reports on services, trade unions, students, etc.,
  - Magisterial enquiry reports of sensitive nature
  - Reports received from ACB
  - Antecedents of the candidates selected from APPSC
  - Quotations received against tenders, black lists, etc.,

## ● **C. CONFIDENTIAL**

- Papers relating to Council of Ministers
- Matters relating to disciplinary proceedings
- Transfers and postings of officers
- Personal files of gazetted officers
- Proceedings relating to meetings of DPCs
- Matters relating to taxation and excise duty etc.,
- Cases relating to matter of ‘News Value’



# Inter departmental and Circulation

- Second reference to be marked to the Secy.
- Not to send file for perusal to another dept.
- Important references to be placed before Speaker have to be sent to Secy to legislature by a D.O.
- Orders passed in circulation are to be issued within a week
- Entry of cases in Circulation register-Checking the delays for more than 14 days

How to reduce pendency?  
What are the provisions in SOM?



# How to check the delays



## Checks on delays and arrears (237-251)

- How many days the section can take to submit a paper?
- When the file is delayed for more than 15 days with the Secretary, the SO concerned has sent a routine note drawing the attention of the Secy. The action of SO is.....

## Checks on delays and arrears

- The PS to Minister has objected that the Circulation Assistant submitted through SO (OP) to the Minister Peshi a list of pending in circulation for more than 14 days. The objection of the PS to Minister is.....

# How to Checks on delays & arrears (237-251)

- Occurs because of poor monitoring
- External arrears:
  - Call Book or Periodical Register
  - Reminder Diary
  - Intermediate reference and time-limit for receipt of replies-disposed of papers mentioning officers who failed to reply to govt. (77 (b))
- Internal Arrears:
  - Personal Register
  - Five days rule
  - Daily detention List
  - Delayed more than 14 days with officers and in circulation-  
Routine note or consolidated list of files pending with Minister
  - Delay in issue – attend within 24 hours



# Central Record Branch



User friendly record system  
Safe custody of records  
Easy & quick retrieval



*Modernisation of  
Record Rooms*



# Central Record Branch (345-376)

- It is repository for all departments of secretariat
- Requisition for record- Noting of C.No.& Purpose
- Records relating to more than one dept. shall not be asked for in the same form
- If a dept transfers a file to another dept along with record from CRB, intimate to CRB accordingly
- CRB reminders for Records
- Keep the confidential disposals upto 3 years in Dept
- Destruction of Records
  - Category - A (period mentioned in initial receipt)
  - Category - B (permission from Depts)



# Destruction of Records

I.	GOs Routine Series	5 years
II.	Call Books, attendance register	3 years
III.	Budget notes of Finance Dept	7 years
IV.	Office Orders (MS)	30 years
V.	Office Orders (Routine series)	5 years
VI.	Personal Registers	5 years
VII.	GOs MS/P..	Review after 50 years or below
	Transfer to State Archives records of 5 <sup>th</sup> year previous	

# Government-Citizen Interface



“You have to apply for relief on the prescribed form in triplicate with two witnesses, one M.L.A. must endorse it and all applications should be sent by registered post ....”

# HIGH PERFORMANCE SECRETARIAT SYSTEM

SYSTEMIC CONTINUOUS  
IMPROVEMENT PROCESS

Well defined systems  
& Procedures

Competent Officers  
& Staff

Effective Supervision

Continuous Capacity  
Building

Transparent, Accountable Work Culture  
Dedicated to "Good Governance"



**Thank you**