

ROLE and FUNCTIONS of ASSISTANTS

Objectives of the Session

At the end of the session, we will be able to

- Explain the **position** of an Assistant in Central Secretariat
- Explain her **role and functions** in the Overall System
- Understand **duties** as enunciated in MOP
- Share **practical perspectives** of Assistant's Role

Position of an Assistant

- Organisational Structure
- CSS pyramid
- How important is the position?

Role of Assistant

- What is role?
- Learner (job content, work culture)
- Master of own sphere, subject to rules and regulations
- Explorer and analyst
 - Finding rules
 - Analyzing Issues
 - Generating alternatives
 - Suggesting the best course of action

Role of Assistant (contd.../-)

- Team Member
 - Inter and intra Section/Department/ Ministry
- Custodian
 - Records
 - Information - classified as well as unclassified
- FLAG BEARER
 - Self esteem
 - Government's credibility
 - Citizen centric Service

Functions of Assistant

- General functions, specific functions
- Sources to understand functions
 - Manual of Office Procedure
 - Interaction with senior colleagues and peers
 - Induction material, annual report, website of the Ministry/Department
 - Guard files, precedent books, file registers, file movement register

MOP - Functions of Assistant

- Works under orders and supervision of SO
- Responsible for work entrusted to her
- Where line of action clear or clear instructions given by BO or higher officers – to put up draft without much noting
- In other cases - to put up a note keeping in view:-
 - Facts open to check are correct
 - Mistakes/incorrect statements
 - Precedents or Rules and Regulations
 - Guard File & other facts and figures
 - Question under consideration
 - Course of action

MOP: Action by Dealing Hand

- Go through and separate urgent from rest
- Enter in Assistant's diary
- Urgent first
- Check enclosures and initiate action to get
- Check if other Section is concerned with any part; sending copies or relevant extracts, if yes
- Bring on current file/ part file/ new file
- File papers
- Assign receipt page number and serial numbers

Action by Dealing Hand (Contd.../-)

- Docket the receipt and reproduce remarks
- Locate other files referred in the receipt
- Identify and examine issues involved and record note
- Arrange papers reference them
- Attach urgency grading
- Put up to appropriate higher authority
- Indicate date of submission in Assistant's diary

General Functions

- Keep abreast of developments around
- One level up familiarity
- Imbibe culture – Protocols, Greetings, etc.
- Comraderie
- Be an expert - no matter how small or big the subject area is
- Value-addition is important and it is visible
- Not to follow crowd
- Follow the route of conscience
- Respect time
- Use of energy judiciously

Respect Your Job

- You are one among lakhs
- No job is small
- Plan for future but don't disrespect your present
- Be practical
- Respect what you are doing today
- If you are insincere, it shows
- Reputation travels faster than you

Knowledge is Power

**Knowledge will bring you respect
and take you places**

- Familiarity with
 - Constitution of India
 - Other legislations
 - Allocation of business of other Departments
 - Economic policies
 - International issues
 - Policy focus of the Political Executive

Knowledge is Power

- Procedures, Rules and Precedents
- Equipment
- SO's Jobs
- Level of Disposal
- Channel of Submission
- Standard Process Sheets – revision required?
- Noting & Drafting Skills
- Other Skills (speeches, minutes, PPTs)

Virtues of a Good Assistant

**Assistants have been and will be
the backbone of Central Secretariat**

- Work that extra mile
- Listen more than you speak
- Be bold in your notings
- Likes and dislikes should be made known appropriately
- Be firm and at the same time be considerate
- Be sympathetic yet hold clear and confident opinions
- Give back to the society which has given you so much

Wishing you all a Wonderful Learning
Experience at the Institute

Thank You

Procedures, Rules and Precedents

- Machinery of Government of India
- Public Administration
- Office Procedure
- Parliamentary Procedure
- Records Management (RRS)
- Conduct/Discipline
- Departmental Security Instructions
- Noting & Drafting
- Induction material, annual report, guard files, precedent books, file registers, file movement register, etc.