

# OFFICE PROCEDURE

## CHAPTER I

### OFFICE DISCIPLINE

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1. *Hours of attendance:* - All working days other than second Saturdays : 10.00 a.m. to 5.00 p.m. with half an hour lunch interval between 1.30 p.m.; to 2.00 p.m.; second Saturdays being closed holidays.

*Note :* The Head Clerks are responsible to see that the members leave the sections for lunch only during this specific period.

2. *Attendance Register:* - Each section will maintain an attendance Register in the form at Appendix I. Separate attendance register will be maintained for Group “D” staff by the Jamadars.

3. *Marking attendance :* - Attendance Register : - Strict punctuality is expected of all members of the staff who should be in their places and ready to begin their work by 10.00 a.m. The attendance register

kept in each section should be initialed in the appropriate cage by each Junior Clerk/Senior Clerk/Junior Assistant on arrival. The register should be closed at 10.10 a.m. by the Head Clerk, and submitted to the Section Officer by 10.10 a.m. The clerks who have not arrived at 10.10 a.m. but who arrive before 12.00 p.m. will be marked as 'late' by putting a circle round the place for their initials, or, as 'permitted to come late' if they had already obtained permission to do so.

4. The Section Officer will keep the register after 10.10 a.m. and return it to the Head Clerk by 4.00 p.m. ; all late comers will have to sign the register in his room noting the actual time of their arrival.

5. Group 'D' staff attached to sections and those doing duty under officers, will attend office at 9.30 a.m. unless, in any special case, their attendance is required earlier than that hour. Such of the Group 'D' staff as are not present before 9.45 a.m. will be treated as 'late'. The register will be put up to the Officer-in-Charge of the Establishment Section at 10.00 a.m.

6. *Permission for late attendance* :- No permission should be granted to attend office late and leave office early on account of urgent private work. Late attendance upto an hour on not more than two occasions, in a month, by a Board's servant, may be granted by the officers who are

empowered to grant casual leave, for satisfactory and unavoidable reasons like cycle puncture, late running of business, religious functions in the family etc., Grant of permission if any given in advance for late attendance should be noted in the attendance register under the initials of the Head Clerk. There will be no penalty for late attendance upto 2 hours on each occasion with permission, upto 2 days in the course of a month.

7. Permission may be granted to members of the staff irrespective of religions professed by them, to attend the office late or to absent themselves during the office hours on emergency grounds, subject to the condition that the time so spent should be made up by working extra hours, either by sitting late on the same or any other day of the week.

8. *Penalty for late Attendance* :- Any official who is late thrice in a month, but by not more than quarter of an hour each time, or twice in a month by more than quarter of an hour without previous permission, is liable to be treated as having forfeited one day's casual leave. If there is no casual leave at the credit of the official, forfeiture of such leave will be debited to the next year's casual leave account. Forfeiture of the amount of casual leave, after Section Officer has passed the Memo, be recorded in the casual leave register by the Head Clerk.

9. Persistent and habitual late coming should be brought to the notice of the Chief Officer for suitable disciplinary action.

10. *Absence during the office hours* :- No clerk should leave office during the working hours without permission of his Head Clerk nor the Head Clerk without that of the Section Officer in-charge. They are expected to see that no person is absent from his seat for any length of time without specific permission.

11. *Casual leave* :- Subject to a maximum of 12 days in a calendar year, casual leave may be granted as and when occasion arises at the discretion of the Section Officer. Casual leave cannot be claimed as a matter of right. Application for casual leave, except in cases where the necessity for leave cannot possibly be foreseen should be made in advance and sanction should not be anticipated ordinarily. It should be applied for only for unavoidable and for unforeseen reasons and should not ordinarily exceed four days at a time. But, in special circumstances, it may be granted subject to the provisions in succeeding paras, upto 7 days in one spell.

12. The total period of absence on casual leave including holidays and Sundays combined with it should not, at any time, exceed 10 days.

Sundays and holidays on which the office, as a whole, has been closed may be allowed to be prefixed and or suffixed to a period of casual leave and will not count as casual leave, but Sundays and other declared holidays which intervene during a period of casual leave will be treated as casual leave, if permission to avail such holidays is not specifically obtained.

13. Casual leave cannot be prefixed or suffixed to regular leave. If regular leave is applied for in continuation of casual leave, regular leave will be counted as commencing from the beginning of absence on casual leave.

14. Casual leave to temporary officials will be granted in the same manner as to those holding permanent appointments. Grant of casual leave to such temporary staff during the course of a year should ordinarily be restricted to 3 days for each quarter of the year subject to a maximum of 12 days in a calendar year. The tenure of appointments of non-gazetted officers whether permanent or temporary should be noted in the casual leave register of the sections and the grant of casual leave to the temporary staff in each quarter should be watched through the section's casual leave register.

15. Casual leave to the Chief Officers and Chief Accounts Officer will be sanctioned by the Chairman. Casual leave to all other Class I Officers will be sanctioned by the Chief Officers concerned. Casual leave to

Class II Officers will be sanctioned by the next senior officer under whom they are working. Casual leave to Class III Officers will be sanctioned by the Section Officer.

16. Casual leave to Group 'D' Officers will be sanctioned by the officer in-charge of the Establishment Section.

17. *Casual leave Register* :- Each section should maintain a register of casual leave in form (Appendix II) in which all casual leave sanctioned to staff will be recorded. To prevent over-writings or alterations, no entry should be made in the register on the first report of absence. On the absentee reporting for duty, necessary should be made and the register submitted to the Section Officer. If, however, as should usually be the case, a clerk applies for casual leave in advance, relevant columns in the register should be filed up by the Head Clerk and submitted to the Section Officer, before the closing of the day.

18. *Special Casual Leave*:- Special Casual Leave for a period not exceeding 30 days in any one calendar year may be granted to the Board's servants. The period of absence in excess of 30 days should be treated as regular leave of the kind admissible under the relative rules applicable to the persons concerned. For this purpose, the Board's servants may, as a special case be permitted to combine special casual leave with regular leave. Special casual leave should not, however, be granted in combination with ordinary casual leave.

19. Special casual leave may be allowed only when the Board's servant concerned is selected for participation :-

- a) in International Sporting events, or any one of the following organizations as a member of the team which is accepted as representative on behalf of All India :
  - 1) All India Football Federation,
  - 2) Indian Hockey Federation,
  - 3) The Board of Control for Cricket in India;
  - 4) Indian Olympic Association,
  - 5) All-India Lawn Tennis Association,
  - 6) All India Badminton Association,
  - 7) Table Tennis Federation of India,
  - 8) All India Women's Hockey Federation, and
  - 9) The National Rifle Association, India.
- b) in events of national importance when the sporting event in which participation takes place, is held on an Inter-State, Inter-zonal or Inter-circle basis;
- c) Appearing for Hindi examinations.

20. The above concession is not admissible if the participation of the Board's Servant takes place in his personal capacity and not in a representative capacity.

21. Special Casual Leave may be granted to the General Secretary and one representative, of an Employees' Association or Union recognized

by the Board, for attending meetings with the Chairman or the Employer and Employee relationship Committee subject to a maximum of 10 days in a calendar year. (Employer-Employee Relationship Committee decision dated 1-11-1957).

22. The period spent by an employee in attending courts of law as Juror or Assessor with permission should be treated as special casual leave. Where an employee is summoned as a witness to give evidence in his private capacity, no special casual leave will be granted for this purpose. The period spent by an employee in attending the court or departmental enquiries held by an appropriately constituted authority, to give evidence regarding the facts which came to his knowledge in the discharge of his public duties, will be treated as duty. If a person attends courts during the period of leave, he will not be given any extra leave for such attendance nor will his leave be considered to have been interrupted by such attendance (Home Ministry's OM. No. F.15/5/57-Jud I. II dated 26.8.1957).

24. The period of absence of Board's servants who participate in the Republic Day parade held annually and the rehearsals connected therewith in their capacity as members of St. John Ambulance Brigade etc., should be treated as special casual leave.

25. The grant of special casual leave will be subject to the general principles laid down in the Fundamental and Supplementary Rules except for the modifications indicated in para 19 above. The power of granting special casual leave under these orders will be exercised by the Chief

Officers. Such leave should be recorded in a register maintained for the purpose in the Establishment Section.

26. *Quarantine leave* :- No one in whose family, there is a case of plague, small-pox or other infectious disease, will be allowed to attend office until it is certified by the District Medical Officer or District Health Officer that there is no risk to other members of the officer in his attending office. No one, after recovery from infectious disease may attend office, unless certified by the Medical Officer as being free from infection. Any one who joins office without reporting facts in contravention of this order will be liable for severe disciplinary action. Absence on this account will be regulated with reference to the rules regulating grant of Quarantine Leave as embodied in Fundamental Rules.

27. *Absence from duty* : - No one can absent himself from duty without previous permission, except under extraordinary circumstances.

28. Leave should, as a rule, be applied for and sanction obtained, before it is availed of. Any member of the establishment who absents himself from duty without prior sanction of leave does so at his own risk. He should not anticipate sanction.

29. Leave will not ordinarily be sanctioned to one who is not able to give satisfactory evidence that his work is not in arrears. Before the leave application is put up for sanction, the section recommending leave should invariably mention the state of work of the applicant for leave, and if it is in arrears, how it is proposed to clear the arrears.

30. Absence from duty in anticipation of formal permission or formal grant of leave may be necessitated by serious illness or accident which renders it unsafe or impracticable for the official to obtain sanction before staying away. In such cases, the authority who has power to sanction the leave, will grant such leave as is admissible on production of proper evidence of its necessity.

31. In other cases, the nature of indisposition, etc., may be such that an official can reasonably be expected to attend to his duty for the short time necessary to enable his application for leave being considered and sanctioned and for his relief being arranged for. If he does not do this, but absents himself from duty in anticipation of sanction, he must clearly understand that he is liable to be treated as absent without leave and dealt with accordingly.

32. Production of medical certificate does not automatically ensure grant of leave: Extension of leave should be applied for well in advance and sanction obtained, before the expiry of the leave originally granted.

33. Officials proceeding on leave should duly handover charge of papers, files, register, etc., relating to their works to their successors, failing which, to the Head Clerk. Cases of persons who go on leave frequently will be viewed with displeasure.

34. *Holidays:-* The total number of holidays to be observed in a calendar year should be restricted to that fixed by the Central Government for their staff from year to year. The actual holidays to be observed will be

decided upon by the Government of India Employees' Welfare Committee in each State, keeping in view the guidelines laid-down by the Government of India. This committee consists of the Accountant General, Collector of Central Excise, Commissioner of Income Tax and post-Master General in each State. One of them will be the Chairman of the Committee by rotation. Secretariat will prepare in December of the previous year the list of holidays to be observed in the following year and circularize to all departments, after obtaining Chairman's sanction.

35. As a general rule, the office will be closed on holidays declared for observance by the office. The grant of any holiday is subject to the condition that there are no arrears of work and that provision is made for urgent work.

36. *Circulation of holiday memorandum:-* Three days before the approach of a holiday, the Secretariat should circulate a memorandum showing the date of holiday.

37. Section Officers shall make necessary arrangements for pending papers of immediate urgency, if any, to be attended to during the holiday.

38. *Returns falling due within holidays:-* All returns and reports which fall due during holidays must, if possible, be dispatched by the evening of the previous working day. If, in any case, this cannot be done,

the clerks concerned must attend office during such portion of the holidays as may be necessary to complete the returns and reports on the due date. The Head Clerks must make necessary arrangements for this purpose.

39. *Taking papers home:-* No official or clerk should under any circumstances take out of office any files or other official documents. If any work cannot be attended to and completed in the ordinary course during office hours, it should be done by coming to office early/or working late in the evening, or on holidays. However, there is no objection to the files being taken home with the specific permission of the Section Officer concerned.

40. *Joining of Educational Institutions outside normal office hours:-* The Board's servants should take prior permission before joining educational institutions of course of studies for University degrees, as, joining the educational institutions involves advance commitments about the attendance at specific hours, of the absence from duty during the periods of examinations. While there should be no objection to the pursuit of knowledge by the Board's servants in their leisure hours, this must be subject to the condition that it will not detract from their work and efficiency. Ordinarily, permission may be granted but where it is noticed that the Board's servant has been neglecting his duties, the permission may be withdrawn without assigning any reasons, without prejudice to any other departmental action being taken in addition.

41. Board's servants belonging to the Scheduled castes/tribes may be allowed to take full advantage of the educational facilities subject to the policy stated above. (Govt. of India Ministry of Home Affairs OM. NO. 130/54/Ests(A)/II/1, dated 28-2-1955).

42. *Duties of Head Clerks, Junior Assistants, Senior Clerks, and Junior Clerks:-* (i) Head Clerks: (a) Section Head Clerk is responsible for the proper working of the section and for the training of the staff in his section. He should ensure that the work is properly and evenly distributed and that it is not shirked, neglected or allowed to fall in to arrears. The officials under him should be fully kept engaged. He should see that the work of officials on leave is looked after promptly by others in the section. When the work is in arrears or there is urgent work that needs attention, an official or officials may be called upon to attend to the work outside the normal hours. Accumulation of arrears should be prevented and therefore the Head Clerks are authorized to requisition attendance of their subordinates before and after the usual hours and if necessary, obtain Section Officers' sanction, on holidays to bring the work upto date. He is personally responsible for the timely submission of the periodical returns on the due dates.

b) He should keep himself well posted with the proceedings of the Board and its committees. He should maintain a file of all circulars. Committee decisions, other rulings given by the Board or Executive Committee and Standing instructions of the Chairman and Chief Officer.

c) The Head Clerks of sections are expected to give special attention to the Clerks who are weak or backward and bring to the notice of the Chief Officer through the Section Officer, the names of the Clerks who are below average and who do not show any improvement despite special attention paid to train them. The Head Clerks should occasionally inspect the Clerk's tables, racks and cupboards, at least once in a month, and see that everything is maintained in clear order and no unnecessary files retained.

(ii) *Jr. Assts./Sr. Clerks/Junior Clerks:-* They are responsible for the timely and proper discharge of the items of work that are entrusted to them. They should keep the work up-to-date and not allow it to fall into arrears. They should pay special attention for the timely submission of periodical returns for which they are responsible.

43. *Duties of Group 'D' Staff:-* Each member of the Group 'D' staff will be responsible for the cleanliness of the section or rooms allotted to him. Apart from looking after the general tidiness of the section, dusting the furniture and records, he will do such other work as is required of him by the Section Officer/Head Clerk or Sr. Clerk of the section.

44. He will carry out miscellaneous orders connected with stitching of files, carrying of files, papers, etc., to the various sections and officers and bringing and distributing stationery articles.

45. It is his duty to stop all fans and put out all lights in the section or rooms and to get the doors and windows of the rooms locked up securely at the close of the day's work, before he leaves the room of the sections or of

officers to which/whom he is attached, and, to check up on opening the rooms on the next working day that nothing has been lost or tampered with. He will be responsible for the safe custody and loss of all articles within the area or rooms allotted to him.

46. He will take his turn in delivering local delivery letters etc., and will also attend to day and night turn duty as may be allotted to him.

47. *Responsibilities on taking and making over charge:-* Whenever there is a change in officers, the outgoing officer should hand over to his successor all keys, valuables, character records and other confidential documents, if any and report the fact of having done so to the Chief Officer. He should draw up a report to this successor in the form of a note containing the state of affairs in the sections under his charge, and important cases or items of work which are pending and are likely to require the officer's special attention or scrutiny. Any serious defect that may exist in any of the sections in his charge should also be mentioned in the report.

48. When there is change in the post of a Head Clerk or other official, while making over charge of his duties he should prepare a memorandum of cases, papers etc., which are pending disposal and of items of work which are in arrears and which require the special attention of his successor. A list of files, letters etc., handed over should also be prepared in detail. A memorandum (enclosing a list) should be submitted to the Section Officer for information and orders, if any, (Head Clerks should also see that the furniture and various books and registers for reference exist as per list maintained in the section).

49. *Behaviour in office:-* All members of the office are expected to be cleanly clad, neat and tidy. Offensive and in sanitary habits and loitering in the premises are prohibited.

50. The Staff should be courteous, sober and well-behaved at all times.

51. *Wearing of uniforms by the Groups 'D' staff while on duty:-* The Group 'D' staff should, during duty, wear uniforms supplied to them by the office. The Section Officers and the Head Clerks of sections should enforce this. Cases of infringement should be brought to the notice of the Establishment Section for disciplinary action.

52. *Request of Group 'D' staff of presents:-* Members of Group 'D' staff are strictly forbidden from soliciting presents or circulating subscription lists in office. Any breach of this instruction will be severely dealt with.

53. *Tidiness of office rooms:-* The following rules should be carefully observed. Infringement will be severely dealt with:-

- (i) Furniture, papers, registers and other articles in the sections should be kept neat and in an orderly manner.
- (ii) Waste-paper should be placed in receptacles provided for the purpose.
- (iii) At close of work, each official should keep his papers, registers, files etc., in the cupboard or rack allotted and lock them up before leaving office.

- (iv) The duplicate key of each cup-board and table should be left in the custody of the Head Clerk of the section, to facilitate access to the papers when the official is absent.
- (v) Mention should be made of keys handed over to a successor in the handing over the report.
- (vi) Every room of officers and sections should be thoroughly aired and swept by the Sweeper.
- (vii) The Group 'D' staff concerned will be held responsible for the above and the general cleanliness of the rooms in their respective charges.
- (viii) Group 'D' staff should dust all the furniture and tidy up the rooms in their allotted areas on the morning of each day.
- (ix) The sweeper should remove the mattings etc., once a month and wash the floors with phenyle solution. All cobwebs should be removed every fortnight. The Asst. Estate Officer will make it a point to inspect the various sections regularly twice a month with a view to satisfy himself that the above items of work are attended to properly.

54. The Head Clerks in charge of sections will also be responsible for the orderly keeping and cleanliness of records, registers etc., with the officials under their charge. They should also satisfy themselves that the Group 'D' staff and the sweeper comply with the instructions referred to above.

55. The Section Officers should ensure that all the above instructions are being implemented properly and correctly by visiting the sections at periodical intervals.

56. *Use of lights and fans:-* The Head Clerks are responsible for seeing that lights and fans are not unnecessarily used. It is the duty of the sectional peons to stop all fans and put out lights when the room is unoccupied, or the section closes for the day.

57. *Day and night watch:-* To keep watch over the office premises i.e., from 5.00 p.m. of one day to 10.00 a.m. of the next day, a night watchman will be posted. Group 'D' will also be posted to attend to the duties from 5.00 p.m. and will remain till such time as all officials leave the office. He will lock the doors and windows before he leaves the office in the night. He will open office at 8.00 a.m. to arrange for sweeping etc., and handover the keys to the Jamedar at 10.00 a.m. The duplicate keys of the outer doors will be kept at the residence of the Asst. Estate Officer.

58. A turn list showing the names of peons on duty should be prepared by the Establishment Sections on the last working day of each week for the succeeding seven days, or for a longer period in the event of holidays, and put up on the notice-board for the information of those who wish to work in the office out of office hours.

*Note:* When an official finds it necessary to come to office, and work out of office hours, he should generally obtain previous written permission of the section Officer to do so, which should be handed over to the peon on watch-duty. In addition, a register will be maintained by the peon on watch duty in which the names and hours of arrival and departure and periods of visits will be noted by the official concerned.

59. The peon on watch duty should submit his register together with the Section Officer's permits collected, to the Secretary the next day. In special cases where the peon is satisfied about the identity of the official concerned, he may dispense with the production of the Section Officer's permit but should get the particulars entered in the register referred above.

60. *Conduct Rules for the Board's staff:-* The standing orders regulating the conduct of all Board's servants are contained in the "Conduct Rules for Coffee Board Employees". All members of the staff should familiarize themselves with these rules and conduct themselves in accordance with the said rules.

61. Members of the Staff are strictly forbidden from approaching members of the Board to further their individual interests.

62. *Communicating with members of Legislatures etc:-* Members of the office are forbidden from approaching the members of Legislatures with a view to having their individual grievances made the subject of interpellations or resolutions, or canvassing. Doing so would also amount to disclosure of information which has to come into the possession of the members of the establishment in the course of their official duties and such disclosures will be deemed as breaches of conduct rules.

63. *Insolvency and Indebtedness:-* Cases of insolvency and habitual indebtedness are governed by Rule 14 of the conduct Rules for Coffee Board Employees. On receipt of intimation that an official has

become the subject of legal proceedings for insolvency, the Chief Officer will furnish a report at once to the Chairman. The report of the Chief Officer should show the proportion of the debts to the salary, how far they detract from the debtor's efficiency as a Board's servant, whether the debtor's position is irretrievable and, whether in the circumstances of the case, it is desirable to retain him in the post occupied by him or in any post in the Board. In every case of indebtedness, the burden of providing that insolvency or indebtedness is the result of circumstances which with the exercise of ordinary diligence, the debtor could not have foreseen or over which he had no control, and has not proceeded from extravagance or dissipated habits will be upon the debtor.

64. *Penalties that may be imposed on the officers and the staff of the Board:-* The following penalties may, for good and sufficient reasons, be imposed on the officers and staff:-

- (i) Censure,
- (ii) Recovery from pay of the whole or part of any pecuniary loss caused to the Board by negligence or breach of trust,
- (iii) Withholding of increments or promotion.
- (iv) Reduction to a lower rank in the seniority list, or to a lower post or time-scale or to a lower stage in a time-scale,
- (v) Removal,
- (vi) Dismissal,
- (vii) Compulsory retirement.

The rules relating to the above are contained in the Coffee Board's Servants' (Classification, Control and Appeal) Rules, 1959 vide Appendix-III.

65. Officers are authorized to administer official reprimands, record them in the character rolls, and allot additional work when necessary in the case of officials under them. All other punishments can be inflicted only under the orders of the competent authority after the prescribed procedures are completed.

66. The authorities competent to impose punishments of various kinds and the procedure to be followed in imposing punishments and authorities to whom appeals lie against punishments awarded, are dealt with in CCA Rules 1959.

67. *Conviction of Board's servants in courts of law:-* It is obligatory on the part of a servant of the Board to inform his official superiors immediately, in the event of a conviction in a criminal court, the fact of such conviction and the circumstances connected therewith. Failure to do so will be regarded as a suppression of material information and will render him liable to disciplinary.

68. *Knowledge of Hindi:-* All the employees are expected to acquire a working knowledge of the language as quickly as possible. Incentives by way of extra increments will be given for passing examinations in Hindi as per regulations laid down by the Government of India in this regard.

69. *Representation by the Staff:-* All appeals or representations must be through proper channel. The most satisfactory and the quickest

mode of procedure would be in the case of a general question, for a few representatives to talk over the matter with the Chief Officer, after giving him the representation or memorandum a week in advance, so that he can study the case. Failing satisfaction at the hands of the Chief Officer, they may see the Chairman.

70. *The Coffee Board Employees' Association:-* The terms and conditions under which the recognition has been accorded by the Board to the Association of Class III staff of the Board are given in Appendix IV.

71. *The Indian Coffee Board Labour Union:-* The terms and conditions on which the recognition has been accorded by the Board to the Union of Group 'D' employees of the Board are given at Appendix V

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## CHAPTER II

### RECEIPT, REGISTRATION AND DISTRIBUTION OF DAK

72. *receipt of dak during office hours:-* (a) Postal dak will be arranged to be brought from the Post Office in the following manner:-

1) Dak meant for Secretariat, Accounts and Development, ICO (project wing) and the Chairman are arranged to be brought by the Secretariat. Dak meant for Chief Coffee Marketing Officer will be arranged to be brought by the Marketing Department. Dak meant for Director of Propaganda will be brought by the Propaganda Department from the Post office.

(2) The Secretariat will sort out the dak meant for the Chairman, Secretariat, Development, ICO (Projects Wing) and Accounts Department, in the presence of the Assistant Secretary and deliver to the Private Secretary to Chairman and other departments concerned.

(3) Registered letters addressed to the Chairman are received by Private Secretary to Chairman and in his absence by the Secretary or Assistant Secretary. Registered letters addressed to other Chief Officers will be received by Despatch Section of concerned departments or by the Personal Assistant/Private Secretary to the Chief Officers as the case may be.

(b) *Local dak:-* Local dak addressed to the Chairman will be received by his Private Secretary and in his absence, Secretary/Assistant Secretary. Dak addressed to the Chairman and Chief Officers by name will be received by Private Secretary/Personal Assistant attached to them.

73. *Receipt of immediate communications outside office hours on working days and on Sundays and holidays:-* On Sundays and other holidays, immediate communications not addressed to any Officer by name will be received at the residence of the Officer designated for the purpose.

74. *Opening of dak:-* (i) Covers addressed to an Officer by name will be sent to him. If the Officer is absent on tour or on leave, they should be sent to the Officer looking after the work.

(ii) Covers marked confidential or secret but not addressed to an officer by name will be sent to the Officer authorized to receive and open such communications. The Chief Officers/Deputies are the authorized officers for this purpose.

(iii) The Officers mentioned above will use their discretion about forwarding the letters forthwith, or opening and dealing with them themselves. In the latter case, they should put up to the addressee as soon as he returns to head-quarters.

(iv) All other covers will be opened by the Despatch Clerk in the presence of the Officer in-charge of the Despatch Section who will also check the contents and the enclosures and make a note of enclosures missing, if any.

75. *Stamping, marking and sorting of receipts:-* Each receipt will be stamped with the date stamp and machine-numbered after being sorted out sectionwise. To help in the allocation of receipts, an alphabetical index of the subjects dealt with in each section will be supplied to the Despatch clerk and this index will be kept up-to-date by the sections concerned. The dispatch clerk should consult his section officer when in difficulty or doubt, about the proper allocation of a receipt.

76. Sectionwise Despatch Registers should be maintained, wherein the serially noted machine numbers are to be entered under date and the total number of letters sent to each section recorded; and the dak with the registers, forwarded to the sections and acknowledgement obtained from the Head Clerk of the section concerned, in the register. Receipts are to be distributed to sections at regular intervals twice or thrice during the day, say at 12.00 noon, 2.00 p.m. and 4.00 p.m. Telegrams and other receipts marked 'immediate' or 'priority' will, however, be sent to sections as soon as received. Ordinary receipts received after 4.00 p.m. may be held over for distribution on the next day.

77. *perusal of dak:-* On receipt of the dak in the sections, the Head Clerk will in the first instance check up the numbers of letters etc., received with reference to the Despatch Register sent by the Despatch Section and acknowledge them ; then record the machine numbers noted in the letters under date in a register to be maintained by him and place the dak before the Section Officer for his perusal and recording, if any, of action to be taken on the papers at the dak stage. The Section Officer may at his discretion submit

to higher officers any receipts which he thinks should be brought to their notice and/or on which he desires their instructions at that stage. He will also take action on as many of the receipts which are submitted to him in dak as can be dealt with by him without the assistance of the officer.

78. *Unofficial references:-* A file which is referred un-officially to another department will, on return, be submitted to the officer who last noted upon it and he will ordinarily deal with it himself.

79. *Instructions by Officers for line of action :-* The Head Clerk, the Section Officer, or any other higher officer to whom the receipts are submitted in dak should give directions whenever necessary, as to the line of action which he should like office to take. When he proposes to deal with a receipt himself, he should ask for the file to be put up to him with relevant papers without any noting. Receipts on which no special instructions are given will be initialed by him in token of his having seen them.

80. Where Central or State Governments address the Board on any matter, a time limit for replies should ordinarily be specified on the receipt by the Section Officer.

81. The Section Officer will see whether any of the receipts are of a difficult nature or present any special features which require his personal attention. He will deal with such receipts himself or give special instructions to the dealing clerk as necessary.

82. *Priority in movement of dak :-* All officers must give highest priority to the dak. Personal Assistants and Stenographers should treat the

dak receipts moving up and down as 'Immediate'. Every Section Head Clerk should keep a careful watch on any hold up in its movement.

83. *Note book for important records* :- The Head Clerk will note in his personal note book or desk calendar important receipts requiring prompt action or on which action is required to be completed by a specified date with a view to keeping a watch on the progress of action. The Chief Officers, the Deputies and Section Officers should also maintain personal note books or desk calendars to make sure that priority attention is given to important papers.

84. The dak after perusal by the Officers concerned on top priority basis should be returned through the usual channel with directions, if any, recorded on the papers. The Officers through whom the papers will transit on their way back to the section will also peruse and take action or issue further directions as may be necessary.

85. *Diarising* :- After the dak is received back in the Section from the Section Officer, the Head Clerk will sort out the papers case worker-wise and get them diarised by the diarising clerk, in the Inward Register. The machine numbers affixed on the letters marked to the case-workers will be got entered in the Personal Registers of the case workers in chronological order by the diarising clerk.

86. After diarising, the dak should immediately be distributed among the case-workers in the section and their acknowledgements obtained in the Inward Register. The Head Clerk should satisfy himself with reference to his own register wherein machine numbers have been recorded

earlier, the Inward Register and Personal Registers, that all the papers are duly distributed and acknowledged by the case-workers in the section.

87. Receipts missent to a section should not be diarised but returned promptly to the Despatch Section for retransmission to the section concerned. Where possible, an indication of the section actually concerned should also be given.

88. Telegrams and other receipts marked 'Immediate' and 'Priority' will be separated from other dak and dealt with first.

89. Covers marked 'Secret' or 'Confidential' which are sent to the Officer authorized to open such covers will be stamped by him with a date stamp and registered in a separate register.

90. *Types of receipts which should be diarised :-*

- (a) All communications received from outside:-
- (b) All independent notes received from any officers of any section;
- (c) Extracts of notes retained from file of, or copies of Office Memoranda, circulars, extracts etc., received from any section for action.

91. Unofficial reference and telegrams should be entered in the Inward Register in red ink.

92. *Type of receipts which should not be diarised :-*

- (a) Unsigned communications on which no instructions have been Recorded by Officers and on which no action is to be taken;
- (b) Identical representations (only one copy, namely, that received first should be diarised);
- (c) Post copies of telegrams and routine acknowledgements;
- (d) Copies of miscellaneous circulars, office Memoranda, extracts, etc., circulated by the other departments/sections for general informations;
- (e) Any other type of receipts specifically so ordered.

93. *Inter-Sectional references :-* Files or notes received from other sections for comments, etc., which would be returned to the originating sections in original, should be registered in the inter-sectional movement register. The P.S./P.As attached to Chief Officers or the concerned sections should make a record of all outgoing files and letters and obtain acknowledgements from the recipients. Similarly they should also acknowledge all the incoming files and letters.

94. When such a file is sent by the receiving section to an outside office it should, on return, be diarised in the Inward Register of that section and a cross-reference given against the relevant entry in the inter-sectional movement register.

95. *Scrutiny of the Inward Register and Inter-sectional movement register :-* The diarist will be responsible for the overall maintenance of the

registers. The Head Clerk should scrutinize them once a week to see that they are being properly maintained and append his dated initials in token of his scrutiny.

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### CHAPTER III

#### ACTION ON RECEIPTS - NOTES AND ORDERS

96. *Initial examination of receipts by Clerks:-* Soon after the receipts are made over to the dealing clerk, he will read and sort them out according to priority. He will then enter the particulars of the receipts in his personal register. In the case of receipts which no action is necessary, particulars of the receipts need not be entered. Immediate and priority receipts will be taken up first, but ordinary receipts should not be delayed.

97. The clerk will check on the enclosures of each receipt and bring to the notice of the Head Clerk any cases of enclosures not found.

98. If any other section/s are concerned with any part or aspect of a receipt, the clerk will send relevant extracts through the Section Officer to the section or sections concerned for remarks or necessary action.

99. *Collection of relevant material:-* The next stage of action by Office is to collect material required for taking action on a receipt. This will ordinarily consist of:-

- i) The file on the subject, if one already exists;
- ii) Other files or papers, if any, referred to in the receipt; and
- iii) Any other material of the nature described in items (iii) and (iv) of paragraph 106. For this purpose, the clerk will consult the indices, file, registers and sectional note book of important decisions and other relevant books, acts, rules, regulations etc.,

100. *Bringing a receipt on a file:-* A receipt will be brought on to a current file, if it relates to a subject on which a file already exist, if not, it will be necessary to open a new file for initiating action on the receipt. The receipt will then be docketed and referenced in the manner described in Chapter VII-Part I B- Office Procedure.

101. *Notes:-* Notes are the written remarks recorded on a paper under consideration to facilitate its disposal. They may consist of a précis of previous papers, a statement or an analysis of the question or questions requiring decision, suggestion as to the course of action and orders passed thereon. The contents of a paper under consideration should never be repeated in textenso or in an elaborate form on the note sheet.

102. A note recorded by the Chairman or the Chief officer may be referred to as a 'Minute'.

103. *General instructions regarding noting:-* All notes should be concise and to the point. Excessive noting is an evil which should be

avoided. It is to be assumed that the 'paper under consideration' and the previous notes if any, will be read by the Officer to whom the case is submitted. The reproduction verbatim of extracts from or paraphrasing of the paper under consideration or of notes of other departments on the same file should therefore be avoided. Drawing reference to relevant paras of the notes and pages of the file would be sufficient.

104. If apparent errors in the note of another department have to be pointed out, or if the opinion expressed therein has to be criticized, care should be taken that the observations are couched in courteous and temperate language free from personal remarks.

105. If the section Officer or higher Officer has made remarks on a receipt, these should first be copied out on to the note sheet and then the note should follow. No note should be written on the receipt itself except in very routine matters.

106. *Scope and purpose of noting by Officer:-* When the line of action on a receipt is obvious or is based on a clear precedent or practice or has been indicated by the Section Officer or other higher officer in the directions given by him on a receipt, a draft reply where necessary, should be put up for approval without much noting. In other cases, the dealing clerk or the Head Clerk, as the case may be, will put up a note. It will be the duty of the office:-

- (i) to see whether all the facts so far as they are open to check, are correct;

- (ii) to point out any mistakes or mis-statements of facts;
- (iii) to draw attention where necessary, to the statutory or customary procedure and to point out the relevant provision of law and rules, and where they are to be found ;
- (iv) to supply other relevant facts and figures available in the department and to put up precedents or papers duly flagged, containing previous decisions of policy ;
- (v) to state the question or question for consideration and to bring out clearly the points requiring decision ;
- (vi) to suggest a course of action whenever possible ; and
- (vii) to be brief and to the point.

107. *Method of noting*:- (i) Notes shall be written or type written on paper of full scape size with one-third margin prescribed for the purpose and on both sides of the paper, blank sheets being added before submission to the officers. No note shall be written on the margin unless it is very brief. When an officer writes a question on the margin of a note, the reply to it has to be written in continuation of the note and not in the margin. The Officer's question will be copied out a fresh at the end of the note and answer written below the copy, or the letter A, B, C, etc., will be written boldly against each question and the answers marked with the corresponding letter entries written at the end of the note.

- (ii) The note connected with any subject will run continuously from the inception of the file until final orders are passed. It should be possible to study the progress of a case by a mere

reference to the note file. The paragraph of each note should be numbered. When the case is finally disposed of, its disposal number and date shall be inserted at the end of the note file. When arising out of a single case there are several points requiring orders, each point should be noted upon and submitted to the Section Officer and/or higher Officers separately. Such notes will be called 'Sectional Notes' and at the time of recording will be placed after the main notes in the file.

- (iii) When a draft is submitted for approval, the fact should be stated in the note sheet;
- (iv) The clerks, including the Head Clerk, should append their dated initials on the left, below the note. Any additional suggestions or comments only need to be recorded by the Head Clerk. There should be no repetition of what has been said before, or from the paper under consideration. All officers including the Section Officer shall also initial with date on the left hand side, except when disposing of a paper within the powers delegated to them, in which case they should do so on the right hand side.
- (v) In recording the date with the initials or signatures appended to the notes, the month and year should also be indicated along with the date.

108. *Action by Head Clerk:-* Head clerk will scrutinize the note, if any, of the dealing clerk, add his own remarks or suggestions where necessary, and submit the case to the Section Officer or higher officer.

109. He will take intermediate urgent action on all cases i.e., issuing reminders and acknowledgements etc.

110. *Action by Section Officers:-* The Section Officers are authorized and expected independently to take action of the following type :

- (i) Final disposal of routine papers including those in which factual information of a non-confidential nature has to be called for or supplied ;
- (ii) Any other action which by a general or specific office order a Section Officer is authorized to take independently.
- (iii) While signing official communications relating to matters Within his powers, the Section Officer may use his name and Designation.

111. *Noting by Section Officers:-* Section Officers will dispose of all case coming within their sphere of responsibility and will take the orders of the Deputy Chief or higher Officers on cases of an important nature or those involving question of policy. They should avoid long notings, and endeavour to reduce the number of cases to be submitted formally to the chief Officers, by prior oral discussions and submission of papers with a brief record of the decisions reached.

112. Where orders have to be passed by, or recommendations have to be made to higher officers, the Section Officers will confine their note to the additional points or aspects only, without repetitions, and without going over the ground already covered in the previous notes. If they agree with the recommendations made in the preceding note, they will only append their signatures.

113. *Notes and orders by Deputies:-* They should dispose of the majority of cases coming up to them and which are within their powers and competence on their own responsibility. They should use their discretion in taking orders to the Chief Officers on the more important cases whether orally or by submission of papers. Personal discussions followed by a brief record of decisions arrived at should be adopted as far as possible.

114. *Summary for the Chairman:-* When a case is submitted to the Chairman, unless the note sheets are few, or the last note on the file itself serves the purpose, a self-contained summary should be put up. The summary shall give all facts relevant to the case including the views expressed on the subject by other officers, if any, and shall specify the point or points on which the orders of the Chairman are required.

115. *Interchange of notes between officers in the same department:-* Interchange of notes between officers within the same department or even between officers of different departments should be avoided as far as possible. The purpose can be better secured by personal discussions between the officers concerned are intialling the resultant note.

116. Inter-sectional or inter-departmental reminders should be avoided. Reminders should be by personal contact or over the PAX phone, a note being made on the note sheet.

117. *Record of verbal discussions, orders and instructions:-* All points merging from discussions between two or more officers and the conclusions reached should be recorded succinctly on the relevant file by the officer authorizing action. Similarly, all verbal orders or instructions given by any officers, and, wherever necessary, the circumstances leading to such orders/instructions, should be recorded on the file.

118. When a note on file is recorded by an officer after discussions with or obtaining the orders of a higher officer, the fact that the views expressed therein have the approval of such officer should be specifically mentioned and the file with the note should be sent immediately to that officer for his initials.

119. *Channel for submission of cases:-* The channel for submission of cases will normally be Head Clerk to Section Officer to Deputy- Chief Officer to Chairman.

120. After the paper has been seen or orders have been passed by a competent officer, the file should go back quickly to the section through the officers through whom the file was originally sent up, to enable them to be kept informed of the orders passed on the file by the competent authority.

121. *Noting on unofficial references:-* Inter-departmental references broadly fall under two categories, namely:

- i) cases where reference is merely for ascertaining factual information: and
- ii) cases in which the reference seeks opinion, view or a ruling from the dept. referred to.

122. In cases falling under (i) the clerk in the receiving dept. may note the required information on the file itself. In cases falling under (ii) it is necessary that the points involved should be examined in the receiving dept. The general rule to be followed in all such cases is that any examination and noting should take place separately and only the final note should be recorded on the file received by the officer responsible for commenting upon the reference. All notes and discussions in the department on the matter raised in the file should be at a minimum, but they will be treated as routine notes. The departmental officer may direct that his final note or a portion thereof only be reproduced on the main file or communication to the dept. concerned, or, the final note may be written by hand on the file itself. The main file should thereafter be returned to the referring department ; the routine notes, together with the copy of the final note as sent out, will serve as a record of the view taken in the department for future reference if needed. In most cases, it would not be necessary to retain these parts.

123. *Examination of proposals of other departments:-* Officers are expected to maintain a close personal contact between themselves in order to ensure that every important proposal or scheme is formulated after joint consultation and discussion at the lowest appropriate level. When proposals

so formulated are referred to the department they could ordinarily be dealt with by the section officer or the Deputy himself and should not be subjected again to a detailed examination in each case at lower levels as a matter of course.

124. *Clerk's personal register:-* Every Clerk will maintain a continuous record of the papers including inter-sectional reference received and dealt with by him/her in the printed personal register supplied. Besides receipts marked to him/her for re-examination or further action such as putting up a draft etc., will be included in the personal register Proper maintenance of the personal register should help the clerk in completing the weekly arrears statement.

125. As soon as primary receipt is finally disposed of the clerk will indicate against it, in the personal register the date of final disposal.

126. *Acknowledgments or interim replies:-* (a) Acknowledgements:  
(i) All communications from Government, recognized Associations, Public Bodies and responsible members of the public, which cannot be answered promptly, should ordinarily be acknowledged suitably.

(ii) When a communication is wrongly addressed to a department, the receiving department will, while transferring it to the department concerned, indicate whether or not its receipt has been acknowledged by the first department, the writer will also be informed of the fact of transfer.

(b) *Interim replies:* (i) If delay is anticipated in sending out a final answer to a communication, and in respect of all DO letters, an interim reply should be sent.

(ii) When a demi-official letter addressed to the head of the department by name is received in the office, and if the matter under reference cannot be immediately disposed of, a draft interim reply should be put up forthwith.

127. *Communications to Government:-* All communications to Central and State Governments except those of a purely routine nature should be issued under the orders and signature of the Chief Officer.

128. In regard to references to Government relating to financial sanction and budget, such references should go over the signature of either the Chairman, or the heads of departments.

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## CHAPTER IV DRAFTING

129. *Draft when to be prepared:-* Except when the line of action on a case is obvious, a draft of the communication proposed to be sent out will be prepared only after orders have been passed by the competent officer indicating the terms of the reply to be sent.

130. A section officer or a higher officer who has formulated has ideas on a case, should himself prepare a draft and authorize its issue, or submit it, if necessary, to the next higher officer for approval. In other cases, the draft will be prepared by office.

131. *Wording of a draft:-* A draft should convey the exact intention of the orders passed. The language used should be clear, concise and incapable of misconstruction. Lengthy sentences, abruptness, redundancy, circumlocution, superlative and repetitions whether of words, expressions or ideas should be avoided. Communications of some length or complexity should generally conclude with a summary.

132. The various forms of communications and the circumstances in which they should be made use of are described in *Chapter VI*.

133. *Authentication of orders:-* All orders and other instructions made and executed in the name of the Board should be signed by an officer authorized to authenticate such order under the rule issued by the Board/Chairman.

134. Where the power to make orders, notifications etc., is conferred by a statute of the Board, such orders and notifications will be expressed to be made in the name of the Chairman.

135. *General Instructions:-* (i) A draft will be prepared and written or typed with proper margin and on both sides of the paper. However, in the case of any important drafts, they should be typed in half margin bearing sufficient space for making changes if any between successive lines.

(ii) A slip bearing the words 'draft for approval' should be attached to the draft. If two or more drafts are put up on a file, the drafts as well as the DF A slips will be numbered as DF A 1, DR A 2, DF A 3 etc.,

(iii) The number and date of the communication in a series of correspondence on the same subject should always be referred to. Where it is necessary to refer to more than one communication or a series of communications it should be done in the margin of the draft. The subject should be mentioned invariable in all communications including reminders.

(iv) The draft should show clearly the enclosures which accompany the fair copy. To draw the attention of the typist, the comparer and the despatcher, a diagonal stroke should be made in the margin against the mention of enclosure in the body of the letter. The number of enclosures should also be indicated at the end of the draft on the left bottom of the page, thus, Enclosures Nos.

(v) If copies of an enclosure referred to in the draft are available, and have not therefore to be typed, the fact should be clearly stated in the margin of the draft for the guidance of the typist.

(vi) All drafts put up on a file should bear the number of the file. When two or more letters, notifications etc., are to issue from the same file on the same date to the same addresses, the serial number should also be given in addition, in order to avoid confusion in reference : thus (1) 10/6(1)/57/Ins, (ii) 10/6(II)57/Ins, etc.,

(vii) The officer over whose signature the communications is to issue will initial on the draft in token of his approval. His designation should invariably be indicated on the draft for the guidance of the Despatch Section.

(viii) The typist's initials and those of the officer who is to sign or to be typed at the left bottom of the fair copy.

136. In drafting telegram, great care should be taken to exclude all matter that is not essential, telegrams should be brief and to the point consistent with intelligibility.

137. Office copy of memo, letter etc., issue which is to be kept in the file will be initialed and dated by the Officer. As to many corrections are made, a typed office copy should be kept in the file just below the original draft.

138. When the reference is quoted either in a correspondence, draft or notes, the number of page in the file in which that reference occurs should be noted in pencil in the margin to facilitate easy reference.

139. *Standard skeleton drafts:-* For communications of a routine or repetitive nature, approved standard forms should be drawn up and cyclostyled or printed. These may serve as drafts and in suitable cases as fair copy.

140. *Priority marking on drafts:-* The drafts of all letters which are to issue as urgent or immediate will be so marked by an official not lower in rank than a Head Clerk.

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## CHAPTER V

### ISSUE AND ACTION THEREAFTER

141. *Issue:-* The term 'issue' is used to signify the various stages of action after approval of a draft, namely, typing of fair copy ; examination of the typed material, submission of the fair copy for signature, and final dispatch of the communication with enclosures, if any, to the addressee. These, barring submission of the fair copy for signature constitute the major part of the functions of the Fair Copy and Despatch Section. Submission of fair copy for signature is done by the concerned section.

142. *Marking of files for issue:-* After a draft has been approved it will be returned to the section. The Section Head Clerk will mark it for issue. Except when it is necessary to send the whole file for preparing copies of the enclosures, etc., the draft will be removed and sent to the Fair copy Section without the file, secure in a file-board or in a flap, the file itself remaining in the custody of the clerk till the return of the fair copy from the Fair Copy Section.

143. If there is more than one draft for fair copying on the same file, the section Head Clerk will indicate in brackets on each of them the total number of drafts sent for fair copying i.e., '3 drafts'.

144. Before marking a draft for fair-copying, the section Head Clerk will see that it is made perfect, i.e., all corrections, etc., have been properly carried out. Where a draft has been extensively altered and it is necessary to

have a clean copy made for use as an office copy, the section Head Clerk will give clear direction to that effect, on the draft. He will also indicate the number of spare copies required, if any.

145. If any papers are to be dispatched by special messenger, or issued under registered post, or under certificate of posting, or by express delivery or air mail, necessary instructions should be given on the draft while marking it for fair copying and then issued. Cheques, bills, agreements, service books, notices or any other valuable documents should always be sent by regd. Post acknowledgement due, wherever necessary, under an insured cover.

146. The draft will also bear a clear indication whether it is 'Urgent', 'Immediate', 'personal', 'confidential', 'secret', etc., and also will show the number of enclosures.

147. *Issue Diary*:- The dispatch clerk of the section will maintain the Issue Diary. As far as possible, all letters for issue should be issued on the same day of the receipt. But routine and ordinary letters received say after 4.30 p.m. might be held over till the next day. All urgent communications should be dispatched the same day of receipt. The dispatch clerk will make a report of the pending fair copies for dispatch to the section Head Clerk at the close of each day. The dispatch clerk should give priority for dispatch of urgent communications and those held over on previous day. Telegrams and drafts marked 'Immediate' should be entered in red ink to distinguish them from the rest for immediate action. Every draft will be stamped with a rubber stamp as per facsimile given below :-

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**FAIR COPIED .....**

Compared by.....

Signed by.....

Date.....

---

Issued No. ....

Encls: No. ....

Date .....

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The despatch clerk will note the date of issue.

148. *Distribution of work among the typists:-* The Head Clerk of the FCD sections distribute the work among the typists as evenly as possible, giving priority to immediate and urgent drafts. He will maintain a work-sheet in the form given in *Appendix VI* A page of stencil will be reckoned as one and half pages of plain typing.

149. Every typist will return to the section Head Clerk the work remaining unfinished at the end of each day.

150. *General instructions regarding typing:-* (i) Drafts marked 'Immediate', or 'Priority' will be taken up first along with their enclosure, if any. The attention of the typist will be drawn to the priority marking when such drafts are passed on to them for fair copying.

(ii) Fair copies of all communications will be typed in the prescribed form of minimum size required. Printed forms should be used as far as available. Economy in use of paper should be observed as far as possible. Old stocks of letter-head paper etc., should be used up before newly printed supplies are drawn up.

(iii) Margin should be left on the left-hand side of the front page and on the right-hand side of the reverse.

(iv) marginal entries, unless they are very small, should be inserted in an indenture which should be demarcated by a line, rule or typed on the top, bottom and the side of the indenture facing the body of the communication.

(v) Fair copy should generally be typed with single spacing.

(vi) The designation of the Chief Officer of the department and his name in brackets should be typed. If the fair copy is signed by an officer subordinate to the Chief Officer, he may sign for the Chief Officer.

(vii) When more than 18 copies are required, a stencil should be cut.

(viii) Further detailed instructions regarding typing, carbon manifold, stencil cutting etc., are given in *Appendix VII*

151. *Comparison:-* As soon as typing is finished the typist should initial the draft in the space provided in the rubber-stamp and pass it on to the

section Head Clerk, who will pass on the files to the section concerned for comparison. The concerned clerk will compare and check the fair copy with the draft. The comparer will initial with date the draft, in token of his having checked the fair copy in the space provided in the rubber-stamp. He will then attach the enclosures, if any, and write the word 'attached' below the oblique line on the draft. When for any unavoidable reason an enclosure is separated, a note to that effect should be made on the communication itself and the enclosure should be accompanied by a slip indicating the number and date of the communication to which it relates. The clerk will then send the fair copy with enclosures and the duplicate office copy, if any, together with the approved draft in a signature-pad to the officer concerned through the Head Clerk, for signature. The Head Clerk will peruse the fair copy and submit it to the officer concerned for signature. On return of the pad, the clerk concerned will see that corrections, if any, made by the officer while signing, are carried out in the other copies.

153. Officer will give signature pads the highest priority. Personal Assts. and Stenographers should treat the pads moving up and down as immediate.

154. *Despatch:-* The clerk concerned will pass on the signed fair copies together with the draft and the relative file, if any, to the dispatch. The latter will separate communications to be sent by post, from those to be delivered by hand and will enter them in the dispatch outward register. Communications in each group intended for the same addressee will be entered at one place as far as possible.

155. The despatcher will see before dispatch that the fair copies have been duly signed. He/She will give the date of issue on the signed fair copy and also on the draft office copy. The number will also be entered in the space furnished for it in the letter head.

156. Telegrams should be entered in red ink and the time of dispatch noted against each entry. Every fair copy received will be sent out by the despatcher on the same day as far as possible. As a rule, no communication shall be detained by him for more than twenty-four hours.

157. The expenditure incurred each day on service postage stamps, if any used for dispatch after 5 p.m. will be totaled up, checked by Head Clerk and brought on to stamp account register.

158. In order to minimize the labour for pasting service postage stamps and possible misuse, the stamping is done on all covers dispatched from Head Office with the help of a Franking Machine which is available in the FCD Section of Marketing Dept. The machine is calibrated with stamps worth Rs. 4,000/- at a time by the GPO Payment of amount by the Board. Daily expenditure on account of stamping by all the departments will be recorded in a register and the same will be checked by the Head Clerk of the Despatch Section with reference to the number of covers and denominations. After the amount is exhausted in the machine, it will be sent to the GPO for recalibration.

159. *General instructions:-* (i) All communications will bear the date on which they are actually issued. They will not be double-dated.

(ii) Ordinarily, no covers should be used for sending communications from one Section to another in the Head Office unless they are addressed to the Officer by name or are marked 'Secret'.

(iii) All communications intended for the same addressee should be placed in a single cover as far as possible. Cover of suitable size should be used.

(iv) Economy slips must be used for all covers containing ordinary (i.e., non-secret) communications except when the contents are bulky or when it is proposed to send the cover insured. These slips are not to be used for covers addressed to foreign countries.

(v) The number/s and date/s of the communications should be given on the cover. The words 'with enclosures' should be added wherever necessary.

(vi) The despatch clerks of the various sections will pass on all letters to be dispatched to the dispatch section of the department concerned for despatch.

(vii) The despatch section of the various departments will send the closed covers meant for dispatch, to the Marketing Department, where the

Franking Machine is located. For detailed procedure refer to *part IV Chapter II Marketing Department*.

(viii) Letters meant for Embassies, Consulates etc., should be addressed to them care External Affairs Ministry, GOI, duly affixing on the envelope the rubber-stamp, 'For onward transmission in Diplomatic Bag'.

160. *Return of drafts after issue:-* After issue of a fair communication, the despatcher will make over the office copy together with the relevant file, if any, to the clerk concerned.

161. The clerks will report to their Head Clerk, every evening the number of drafts immediate, urgent, ordinary etc., not received back the same day they were sent to the Fair copy section. The Head Clerk will take necessary action thereon.

162. *Issue of un-official files:-* No file should be sent out unofficially without previous orders of the head of the department. Un-official files will be issued and entered in the Despatch Register of the section concerned. The despatcher will enter the outward number and particulars of the file in the Local Delivery Book and pass on the same to the section/department concerned.

163. *Delivery Books:-* Papers to be sent out to local addressees will be entered in the Delivery Books which should be checked by the despatcher on return. The person receiving the papers/files should put his dated signature in full, in ink.

164. *Service postage Stamps:-* (i) Receipt and custody of stamps: The HC of the Fair Copy & Despatch Section will obtain the requirements of Stamps from the Accounts Department against requisitions. While making the requisition, a detailed account of the stamps previously received. Spent and the balance on hand should be shown on the reverse denomination wise and these entries should be duly checked up by the Head Clerk.

(ii) *Stamp Account Register:-* Despatcher will maintain the service postage stamps received and expended in a separate register. Stamps received will be brought on to this register as soon as they received. The total value of service postage stamps expanded every day, denomination wise, as shown in the despatch register for postal wise struck every day. The Head Clerk will make physical check of the entries made in the register everyday and affix his signature in token of his having done so.

iii) *Surprise Checks:-* The Head Clerk, will during the course of the day, also make surprise checks of any envelopes ready for dispatch by post and verify that the stamps affixed thereon tally with the entries in the dispatch register.

165. *Ordinary postage stamps:-* Ordinary postage stamps are not normally used. For letters etc., for transmission through the Diplomatic bag, service postage stamps are to be used as the communication will be first sent to the External Affairs Ministry, GOI.

166. *Verification of stamp accounts:-* The stamp account register referred to in paras above will be inspected once a month by the Section

Officer in charge of the FCD section who will verify the balance of stamps by physical count and note on the register the result of his inspection. He will also carry out surprise checks to satisfy himself that the registers are properly maintained.

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## CHAPTER VI

### FORMS AND RULES OF CORRESPONDENCE

167. *Forms of correspondence:-* Written communications issuing from the office shall be in one or other of the following forms:-

- (i) Letter,
- (ii) Proceedings,
- (iii) Office Memorandum,
- (iv) Memorandum,
- (v) Demi-official letter,
- (vi) Un-official Memorandum/Note,
- (vii) Endorsement,
- (viii) Press Communique/Note,
- (ix) Telegram.

Each of the above forms has a use and in some instances a meaning of its own. Specimen of the above forms of communications are given in *Appendix IX*.

168. *Letters:-* The letter is the most common form used for all formal communications to Govts., subordinate offices and other offices, associations and individuals.

169. *A letter is composed of the following main parts:-*

- (i) Letter-heads bearing the name of the Board and that of the department;

- (ii) Number and date of communication;
- (iii) Name and/or designation of the addressee;
- (iv) Subject: prior references;
- (v) Text;
- (vi) Signature and designation of the sender.

170. Official letters emanating from a department and purporting to convey the views or orders of the Head of the Department must specifically be expressed to have been written under the direction of that officer.

171. Letters addressed to official authorities should begin with the salutation “Sir/Madam” and those addressed to non-official individuals or groups of individuals with “Dear Sir/Sirs” ; those addressed to firms should begin with the salutation “Dear Sirs” or “Gentlemen”. All official letters terminate with the subscription “Yours faithfully” followed by the signature and designation of the officer signing the letter.

172. In official letters from heads of individual offices, such as office of the Chairman, office of the Chief Coffee Marketing Officer, or from individual officers who do not write by direction of Chairman/Chief officer, but on their own authority, the form ‘I am directed to’ is not used.

173. *Proceedings:-* The form will be used when the head of the office record his decision in exercise of a statutory power of where the records important executive decisions.

174. *Office Memorandum*:- This form is used for correspondence between the departments of the Board. It is written in the third person and bears no salutation or subscription except signature and designation of the officer signing it. The name of the department to which communication is addressed is shown below the signature on the extreme left of the page. The use of this form in correspondence with subordinate offices should be avoided.

175. *Memorandum*:- This is used:-

- (i) In reply to petitions, applications for appointments, etc.,
- (ii) In acknowledging the receipt of communications, and
- (iii) For conveying information not amounting to an order of the Chairman/Head of Department to the subordinate authorities.

This is also written in the third person and does not contain the salutation or subscription except the signature and designation of the officer who signs it. The name and/or designation of the addressee is indicated below the signature on the left side of the page.

176. *Demi-official letter*:- This form is used in correspondence between officers for an interchange or communication of opinion or information without the formality of the prescribed procedure and also when it is desired that the matter should receive the personal attention of the individual addressed, or when it is intended to bring to the personal notice of an officer a case on which action has been delayed and official reminders have failed to elicit a suitable reply.

177. Communication to non officials may be in the form of demi-official letters but should not be referred to as such.

178. A demi-official communication is addressed personally to an officer by name. It is written in the first person singular in a personal and friendly one with salutation 'My dear' or 'Dear' and terminating with 'Yours sincerely'. It is used by the officer generally without mentioning his designation but putting his name within brackets.

179. *Un-official Memorandum/Note:-* Un-official Memorandum or Note can be made in two different ways, namely, (i) by sending the file itself to the department/office with a note recorded therein, or (ii) by sending a self-contained note or memorandum.

180. This method is generally employed by departments for obtaining the views, comments etc., of other departments on a proposal obtaining the clarification, etc., of the existing instructions, or requisitioning papers or information etc. No salutation or complimentary closing or complimentary closing words are used in this form.

181. *Endorsements:-* This form is made use of when a paper is returned in original to the sender, or is referred to another department or subordinate offices (either in original or by sending a copy thereof) for information, remarks, or disposal, or where a copy of a communication is to be forwarded to others in addition to the original addressee. In the last case, the endorsement may take one or other of the following forms:

“A copy, with a copy of the letter to which the above is a reply, is forwarded to for information/for favour of a reply/for early compliance.

182. Copies of financial sanctions issued by the administrative departments where required to be communicated to the Accounts Departments are also sent by means of an endorsement.

183. *Press communiqué Note:-* A press Communique or press Note is issued when it is sought to give wide publicity to a decision of the Board or other important matter or views when occasion demands it. Press communiqué is more formal in character than a press note and will be produced intact by the press. A press note on the other hand, is intended to serve as a handout to the press which they may edit, compress or enlarge as they may choose. Such communications will issue only under the authority of Chairman.

185. A notice which should issue in the form of an advertisement should not be issued as press communiqué or press note and vice versa.

186. *Telegrams:-* When to be sent: A telegram should be issued only on occasions of urgency and under the orders of the appropriate authority. As vast air-mail services exist, no telegrams should be sent if a letter super scribed with the appropriate priority marking or an express letter can serve the purpose.

(ii) *Text:-* The text of a telegram should be brief, consistent with clearness ; but clarity should not be sacrificed for brevity.

(iii) *Post Copies:-* All telegrams issued should be confirmed at once by post copies.

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## CHAPTER VII

### FILING SYSTEM

187. *Constituents of a file:-* (i) Notes and Correspondence: The two main parts of file are (a) 'Notes' and (b) 'Correspondence' : each one of them is placed separately in the file. The former contains notes recorded on a 'Paper under consideration (PUC)' and 'Fresh Receipt' if any, on the subject for the examination of which the file was opened. The 'Correspondence' contains all communications received and office copies of outgoing communications. There should be only one file for one distinct subject matter.

(ii) *Appendix to notes or correspondence:-* If the inclusion of any detailed information in the 'Notes' is likely to, obscure the main point at issue, or make the note unnecessarily lengthy, such information or details will be incorporated in a separate and self-contained summary or a statement which will be placed in a separate and self-contained summary or a statement which will be placed in a separate cover called 'Appendix to Notes'. Similarly, if enclosures to a communication received or issued consist of a large mass of material, they should be placed in a separate cover called 'Appendix to Correspondence'.

188. *Numbering of pages:-* Every page in each part of the file should be consecutively numbered in separate series. The page numbers of 'Correspondence' papers should be indicate at the right hand top corner on the observe and the left-hand top corner on the reverse in red ink. The page numbers of the note sheets will be shown on the tope center of each page.

Besides numbering the pages, the paragraphs of the 'Notes' should also be serially numbered.

189. *Punching of papers:-* Every paper shall be punched at the left-hand top corner to the correct gauge (3/4" from either side) before it is tagged with the 'Correspondence' or 'Notes'. Papers forming 'Correspondence' or Notes' should be tagged forming together and not pinned.

190. *Serial numbers:-* Every communication, whether receipt or issue, together with its enclosures kept in the 'Correspondence', will be given a serial number in red ink on its first page preferably on the right-hand top corner. The first communication will be marked Serial No. 1 and the subsequent ones will bear the consecutive serial numbers in a single series.

191. *Docketing:-* Docketing is the process of making entries in the 'Notes' portion of a file about each serial number (receipt or issue) in the 'Correspondence' for its identification. A receipt will be docketed by writing in red ink across the page, the serial number of the communication followed by its number and date and the designation/name of the sender. For example, Inward No. 2554 dated 17<sup>th</sup> September 1977 letter/memo/Endorsement No. .... dated ..... from .....

ii) 'An Issue' will be docketed by entering the serial number given to it followed by the date of its issue and name and designation of the addressee. For example Letter/Memo/Endorsement No. .... dated ..... To ..... In the margin of the note sheet against each docket

(receipt or issue) the page numbers should be given in pencil in consecutive order.

iii) The name of the department and section and the subject of the file will be given on the top of the first page of the notes before docketing the first serial. The subject will be repeated at the head of every subsequent page. The note sheets prescribed for the purpose should invariably be used for beginning and continuing a note file. At least two extra note sheets should always be attached to the note file.

192. *Opening and numbering of a new file:-* (i) Each section will maintain an approved list of main subject (known as standard heads) bearing the consecutive serial numbers. The list will be scrutinized and brought up-to-date at the beginning of each calendar year. As far as possible 'Standard Heads' will be allotted the same numbers year after year. A new head may be added to the list with the approval of the Head Clerk during the course of the year, if found necessary.

(ii) When it is necessary to open a new file, the Senior Clerk/Junior Clerk will first ascertain the 'Standard Head' under which it should be opened. He will then prepare a suitable title and allot it a serial number the 'Standard Head' after consulting the File Register.

(iii) The number given to the file will consist of:-

- a) the number allotted to the Standard Head,
- b) the serial number of the file under the Standard Head,
- c) the year in which opened, and

- d) initials or letters used for identifying the section.

193. *Separate file for each distinct subject:-* There should be a separate file for each distinct subject. If the subject of a file is too wide or too general, there will be a tendency to place in it, receipts dealing with different aspects of the matter which, apart from making the file unwieldy, will impede business. If the issues raised in a receipt or in the orders passed thereon go beyond the original subject, the relevant extracts should be taken and dealt with separately on new files.

194. *Part file:-* (i) A part file may be opened, only when the main file is not likely to be available for some time, or, when it is desired to consult simultaneously other sections, or officers and it is necessary for them to see the 'Paper under Consideration' and other connected papers.

- ii) A part file will normally consist of:-
  - (a) the original 'Paper Under Consideration' or its copy and other essential papers on the 'Correspondence' side; and
  - (b) the note or notes recorded or to be recorded or to be recorded on the 'Paper under consideration' or a copy thereof on the 'Notes' side.
- iii) A part file should be incorporated with the main file as soon as the latter becomes available.
- iv) When more than one part file is opened, each one of them should be given a distinct number and indications given as to the main file of which it forms a part.

195. *File Register:-* A record of files opened during the calendar year will be kept in a file register, a specimen form of which is given in Appendix X. As soon as a new file is opened, the concerned clerk will inform the clerk maintaining the register of the number and subject allotted to it for making an entry in the register.

196. *Movement:-* (i) The movement of files from one section to another should be recorded in the relevant register that may be prescribed for the noting of such movement.

(ii) Movement of files and papers of other departments, received unofficially, which will ultimately go back to the originating department will also noted in the register.

(iii) The movement of Inter-sectional reference will be recorded in the appropriate column of the inter-sectional movement register.

197. *Routine Notes or Papers:-* Notes of casual discussions on points of sectional importance, routine correspondence like reminders, acknowledgements, etc., and notes intended to elicit minor points which are often ephemeral, should not be allowed to clutter up the main file. They should be treated as 'routine' papers and placed below the file in a separate cover and destroyed when they have served their purpose.

198. *Filing of official, demi-official and unofficial communications:-* Self-contained unofficial notes or memoranda which are not to be returned, should be placed on the 'Notes' side and will be followed by notes in the receiving department and then by reply, when communicated unofficially. Unofficial references which are to be returned in original will be noted upon

in the manner described in paragraph 179 without being brought on to the file.

199. *Referencing and use of slips:-* (i) Referencing is the process of putting up and referencing to connected records, precedents, files, regulations, books or any other paper having a bearing on a case. Such papers will be flagged with alphabetical letters to facilitate their identification.

ii) The slip will be pinned neatly on the inside of the page. When a number of files or papers are to be flagged, the slips should be spread over the whole width of the file so that every slip is easily visible.

iii) The slips or 'P.U.C.' (Paper Under Consideration) should be attached to the paper—normally a 'Primary' receipt—the consideration of which is the subject matter of the file. The latest communication or a 'subsidiary' receipt which is to be considered in relation to the subject should be flagged 'fresh receipt'. No slip other than 'P.U.C.' or 'F.R' will be attached to any paper on a current file. Reference to them could be made by quoting the number of the page in the margin in pencil (e.g., page 6/N or Page 20/C). Not more than one alphabetical slip should be attached to a recorded file, or book put up for reference and reference should be to the file, book etc., and the pages e.g., F1-P, pp. 72-76 & 80.

iv) It should be remembered that the slips are merely for quick identification of papers and should be removed as soon as they have served their purpose. To facilitate identification of references after the removal of slips, it is necessary that the number of file referred to should be quoted in

the body of the note and the number of the relevant page together with the letter of the slip attached there to indicated in the margin, thus:-

In the body of the notes

In the margin of the notes

-----  
No.10/1/57 E.B.

-----  
Flag A/P. 10 notes.

Similarly, description of the rules, regulations, acts, etc., together with the number of the relevant paragraphs or clauses referred to will always be quoted in the body of the note while in the margin will be indicated the alphabetical letters of the slip and the page number.

v) Books or rules, etc., referred to need not be put up on a file, if copies thereof are available with the officer to whom a case is submitted. This should, however, be indicated in the margin of the notes in the pencil.

200. *Linking of files:-* Linking of files on which action is in progress, will, as far as possible, be avoided. As a general rule, this will be resorted to, only when the files are inter connected and orders have to be passed on them simultaneously. If any papers on a current file are required for reference, only in connection with the disposal of another current case, relevant extracts should be taken from the former and placed on the latter. When files are linked, strings of the file board of the lower file but not its flaps of the upper file be tied round the upper file. The strings of the file-board or flap of the upper file will be tied underneath it in a bow out of the way. Each file will thus be intact with all its papers properly arranged on its file-board.

201. *Priority marking on files:-* (i) The two prescribed priority markings to be used on files and papers are, 'Immediate' and 'urgent'.

(ii) The label 'Immediate' should be used on papers which should be given precedence over others of ordinary nature to which no priority labels have been attached. The label 'urgent' should be used only in case of urgency requiring attention and not merely to attract the attention of an officer to a paper which it is desired should be overlooked.

(iii) The priority marking should be used discriminately. The officers through whom files pass, should have eye on the priority markings affixed to them and revise or remove them if necessary.

(iv) Outgoing files or letters marked 'Immediate' should issue at once, but in no case should they be sent to the residence of an officer except under specific directions of the Section Officer.

202. *Arrangement of papers on a case:-* A case consists of a current file and any other files and papers, books etc., put up for reference. The papers on a current case will be placed in the following order from top downwards:-

- (i) 'Notes' ending with the note for consideration,
- (ii) Draft or drafts for approval,
- (iii) 'Correspondence' containing P.U.C.,
- (iv) Other papers referred to (i.e., extracts from notes or correspondence of other files, resolutions, notifications, etc.,) arranged in chronological order, the latest being placed on the top.

- (v) Recorded files arranged in chronological order, the latest being placed on the top.

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## CHAPTER VIII

### INDEXING AND RECORDING

203. *index-its objects:-* An index of the records of a section provides a means of tracing previous papers on a particular subject.

204. *Constituents of an index:-* An index slip will be composed to two parts, namely, (i) Title, and (ii) File number.

(i) Title of a file:- The subject given to a file is called its 'title'. It should be as brief as possible, but should give at a glance sufficient indication of the contents of the file so as to serve as an aid to its identification. The 'title' should be divided into (a) 'Head', (b) 'Sub-head', or 'Sub-heads', and (c) 'Content' in the following manner:-

(a) *Head:-* The 'Head' is the important word that is placed first in the title page. Its alphabetical position in the index is determined primarily on the possibility of finding a title by its aid in the index. The 'Head' must be a word or words that will naturally occur to any one who follows the paper. It must not be too wide.

(b) *Sub-head:-* The 'Head' will be followed by a 'Sub-Head' or 'Sub-heads', which should be more indicative of the precise subject of the file than the head. In selecting 'Sub-heads', the consideration to be borne in mind will be the same as in selecting the 'Head', viz., that the word or words selected should be such as are likely to strike any one in need of papers contained in the file. Where it is necessary to have more than one sub-head

in a title, a wider and more abstract one should generally come before the narrower and more concrete.

(c) *Content:-* After the 'Head' and 'Sub-head' will come the 'Content'. This must be as brief as compatible with expressing clearly the exact subject of the file. If a 'Content' shows at a glance like a news paper head-line the exact subject of the paper, it is a good 'Content'. A 'Content' worded in general terms is of little practical use, for, if it does not distinguish a file from others relating to closely similar but not identical subjects, time may be wasted in taking out and examining several files before what it wanted is found.

(ii) *File Number:-* The title on an index will be followed by a reference to the file number. The procedure for allotting a number to a new file has been outlined in paragraph 192.

205. *Standard Heads and Sub-heads:-* Consistency is essential in the selection of both heads and sub-heads. For example, files dealing with questions of pay should be indexed always under the head 'pay' and sometimes under 'salary', or 'emoluments'. This can be secured by maintaining a list of standard heads and sub-heads for recording subjects, and then adhering to it.

206. *Wording and articulation:-* The whole title 'Head', 'Sub-head' and 'Content' should consist mainly of substantives, adjectives (where necessary) and participles. Minor parts of speech should be excluded as far as possible to make a strict alphabetical arrangement practicable. The title

should consist of as few words as possible and each expressing an element in the subject-matter. Each will begin with a capital letter and will be separated from the preceding one by a bold dash.

207. *Preparation and custody of Index slips:-* When a new file is opened, the clerk will propose a suitable title for approval by the Head Clerk. Twice as many Index slips as there are 'Heads' and 'Sub-heads' in the title will be typed out. On the top of the slips, the 'Head' and 'Sub-heads' will be typed one below the other followed by the complete title and number of the file. He will then allot a slip to each head and sub-head (by scoring out entries not wanted on them) and arrange the slips in alphabetical order in two sets-one for use in the section and the other for the Central Records Section. He will also write the word 'Indexed' on the file cover.

208. *Two or more titles when necessary:-* If two aspects of a question are very much inter connected and are dealt with in the same file, two or more complete titles may be necessary, e.g., the creation of a post and the appointment of a particular officer to it. Such cases will require two independent index slips.

209. *Printing of Annual Index:-* The Annual Index will be compiled for the Board as a whole, and printed at the end of each year. The Central Records Section will arrange the index slips of all the sections in an alphabetical order in one series. In editing the index slips for printing a full title will appear only on the index slip bearing the head. It will not be necessary to repeat the whole title on the subsidiary index slip bearing sub-heads ; instead, only a cross reference will be made.

210. *Recording:-* (i) Recording is the process of closing a file after action on all the issues under consideration thereon has been completed.

(ii) When the Head Clerk is satisfied that no further action is required to be taken on a file, he will put it up to the Section Officer for his approval of the file being recorded.

(iii) Every file which is to be recorded will be stamped on the outer cover with the words 'For record'.

211. *Destruction of ephemeral files:-* Files which are of a purely ephemeral nature will not be recorded for deposit in the Record Room, but will be destroyed as soon as they are one or two years old, as prescribed.

212. *Preservation of records of value:-* Care should be taken to see that files containing papers which are important, or, are likely to become important in future, even as a source of information on any aspect of activities of the Board, or, which in future may prove to be useful, are not destroyed. A few instances of the records of this nature are given below:-

- (i) Papers containing discussions on important principles and questions of policy.
- (ii) Decisions of the Government in regard to the policy of releases of coffee by the Board.

213. *Preparation of file for record:-* After a file has been marked for record, it should be arranged properly for recording. This would involve the following action:-

- (i) Amendment or revision of the title of the file where necessitated by the development of the subject matters of the case since its start ;
- (ii) Complete references, that is, removing alphabetical slips and giving permanent identification marks to the references quoted in 'Notes' and 'Correspondence' (where this has not been done) and marking of previous or later files on the subject on the cover of the file.
- (iii) Preparation of revised index slips when the title of a file is revised, vide (i) above ;
- (iv) Arranging the office notes and correspondence chronologically, the note portion being kept at the top ;
- (v) Preparing a fresh cover for the file with the revised title and details of previous and later references. etc., where necessary ;
- (vi) Noting the classification and date of recording in File Register.

The clerk concerned will attend to all these and after placing every paper serially, and approval by the Section Head Clerk, the file will be made over for stitching neatly. The outer cover should contain the number of the file and the name of the Section/Sub-section/Department and a summary of the originating subject and the final order.

214. *Arrangement and custody of records:-* The records consist of the following:-

- (i) Files comprising of (a) confidential and (b) other matters,
- (ii) Registers and Returns,
- (iii) Copies of orders, Circulars, proceedings, etc., including spare copies thereof.
- (iv) Agenda and notes, drafts and printed minutes of various Committees and Board meetings, Monthly Bulletin etc.,
- (v) Work-sheets of Annual Tables,
- (vi) Un-recorded papers.

215. *Preservation of records and register in the Section:-* All the sections should have with them only current records and records relating to the previous year, if constant reference to those are required for the day to day working of the section. All other records except files of a purely ephemeral nature should be transferred to the Central Record Section.

216. *Maintenance and destruction of spare copies:-* Spare copies or printed/stenciled notes, letters and circulars of important communications in excess of the number required for distribution should be arranged in separate bundles, duly numbered. These bundles should be examined every year and those which are not likely to be required further, destroyed after getting orders of the Section Officer.

217. All records which are to be transferred to the Central Records Section will be listed, docketed and stitched before they are sent to the Records Section.

218. The period of preservation by the Central Records Section of each category of the files/records fixed, and other relevant particulars should be entered in the docket slips of the concerned files. The particulars of the records should be entered prominently in the front page thereof for facility of reference.

219. All records so tabulated should be listed in the order of files numbered in the Transit Register which should be maintained by each section in the prescribed form.

220. *Central Records Section:-* The files which are not required for current use in the sections will be transferred to the Central Records Room by the sections duly arranged as mentioned above.

221. The central Record Section should check the records so transferred with the entries in the Transit Register and make a complete note of them in the Records Register maintained in the Central Records Section. The concerned clerk will initial in the Transit Register in token of their receipt after which the Transit Register in token of their receipt after which the Transit Register will be returned to the concerned section for their reference.

222. The central records section should arrange these records within sever days of receipt, in a neat and proper manner in the racks, separate racks being provided for each department, section and sub-section, as the case may be. The arrangements in the rack will be in the numerical order for

each calendar year or season separately. Each bundle in a shelf should bear a label of its contents and each rack a label showing the particulars of the records it holds.

223. No paper or volume should be removed from the Central Records Section without indents or requisitions from proper authority, who are the Head Clerks of the sections concerned, for this purpose.

224. *Requisition for recorded files issue thereof and receipt back:-* Requisitions for old records etc., should be made in duplicate in the form prescribed. The original should be sent to the Central Records Section for compliance and duplicate retained with the case-worker who should be responsible to see that the records are duly returned, when no longer necessary.

225. On receipt of these requisitions, the Central Records Section will obtain orders thereon from the Head Clerk and, will arrange to send the records to the sections concerned. Whenever a paper or volume is removed from the racks the requisition or the voucher for it is to be left in its place.

226. Any neglect of these instructions should be promptly brought to the notice of the officer in charge of the section by the persons responsible for the custody of the records, who should refuse to comply with requests not in the prescribed form or not completely filled in.

227. Collections newly recorded should on no account be issued by the branch or section clerk but should invariably be sent to the Central Records Section in the first instance.

228. When a paper or file is restored to the Central Records Section the voucher for it should be returned to the indenter.

229. Clerks are prohibited from sending for records in the Central Records Section, merely to find out whether the paper required is in a particular file or not. Where it is doubtful, whether a file contains the paper required or not. Where it is doubtful, whether a file contains the paper required or not, it should be consulted in the Central Records Section itself or the Transit Register should be consulted before a requisition is made.

230. All the records indented for by the sections from the Central Records Section should be returned within ten days from the date of borrowing, unless linked to a current file. In the latter case, intimation thereof should be sent to the Records. The Central Records Should watch their receipt and where necessary, issue reminders to the section concerned. An issue and Return Register should be maintained by the Central Records Section for watching the returns of these records.

231. The Jr. Asst. in charge of the CRS should prepare by the 5<sup>th</sup> of each month in respect of each branch/section/department a list showing the records lent out and outstanding for three months or more and send it to the officer in charge of the sections concerned to see that files are promptly returned to the CRS. He should also bring all undue delays and losses to the notice of the secretary.

232. Files and papers returned to the CRS must be restored to their places without delay. Care should be taken in restoring files and in removing papers, which do not belong to them. Additions to the records

must, upon receipt, be placed in their appropriate position or formed into fresh bundles as may be necessary and not allowed to accumulate. The Records Section will take particular care of this.

233. *Weeding of records for destruction:-* The CRS will weed out all time-barred or superseded files, from time to time, and ensure that they are disposed of, sold as waste paper, if they do not contain confidential information or otherwise. Before actually destroying them particulars of records (section wise) will be entered in the Destruction Register and verified by the section to which the papers relate. The chief officer or his Deputy/Secretary or Deputy Secretary will pass final orders of destruction.

234. The period over which each type of classified record has to be preserved should be decided upon and entered in the concerned Section after taking proper order from the competent authority. The duration for preservation should depend upon the nature and importance of the record and also taking into consideration the likelihood of such record being required for future.

235. The CRS will also arrange for the periodical disposal of waste-paper for which tenders should be invited and normally rules regarding acceptance of such tenders should be followed. The successful tenderer(s) is/are required to execute an agreement on stamp paper of requisite value agreeing to fulfil his part of the work fully and satisfactorily. A specimen copy of the agreement is given in *Appendix XI*.

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## CHAPTER IX

### CHECKS ON DELAYS

236. *Weekly Arrear Statement:-* The weekly Arrear Statement should be prepared by each clerk on the last working day of each week in the form at Appendix XII. This statement will show the number of papers received and dealt with by each clerk during the week and the papers left over with him.

237. The arrear statement will be checked up by the Head Clerk with the aid of the personal Register of the clerks and put up to the Section Officer. This will enable the Section officer to have a close watch on the progress of work of each clerk. Suitable steps should be taken to expenditure attention to delayed papers.

238. *Monthly statement of cases pending disposal:-* All live cases (files) pending disposal for over two months on the 1<sup>st</sup> of each month are to be listed in the prescribed form.

239. *Reminder Diary:-* Every clerk has to maintain a Reminder Diary in which he will enter:-

- (i) Cases which have been kept in suspense,
- (ii) Cases on which reminders are to be issued on specified dates, and
- (iii) Cases which have been referred to other departments and return of which is awaited.

240. Every morning the clerk will check up his diary and take such action as in due on that date. He will score off entries as and when he takes action on them.

241. As a general rule, the first reminder should be issued 15 days after the date of dispatch of a letter depending on the nature of the case. The second reminder should be issued after another 10 days and the third reminder after another 5 days. If no reply is received even after the third reminder, a D.O. reminder should be issued and thereafter reminder will be only by D.O. letters. The second D.O. onwards will be issued in the name of the chief officer/Chairman depending upon the merit of each case.

242. When a reply has been called for by a specified date, reminder should be issued the next day after verifying the receipts. In urgent cases telegraphic reminders may also be issued with the permission of the Section Officer.

243. The date of next reminder should be noted on every draft in cases where a reply is due. The date should also be noted in the reminder register so that reminders may be issued promptly on the due dates.

244. *Calendar of Returns:-* To ensure prompt receipt, preparation and dispatch of periodical reports, returns etc., each section will maintain a register in the form given at Appendix XIII. This register will be in two parts. One part will show the returns and reports 'due in' and the other part will show returns and reports 'due out'. It will show the due dates of the

returns/reports and also the dates on which they have been actually received or issued as the case may be.

245. The Head Clerk will go through the register on the first working day of every week and ensure that suitable action is taken at the appropriate time on the items that require attention. If returns which are due in, are not received on the due dates, a reminder should issue on very next day. The register will be submitted to the Section Officer at the close of every month with all necessary entries duly completed.

246. If a particular return is to be prepared from information to be received from other departments of subordinate offices, the work of compilation should not be held up until all information is received, but work should commence as and when information starts coming in.

247. Each section should exhibit in a prominent place a list of periodical returns 'due in' and 'due out' of the section indicating the due dates.

248. *Responsibility of Head Clerks and Section Officers:-* The expeditious and punctual disposal of work and timely submission of a correct and verified arrears and disposal statement etc., are primarily the responsibility of the Section Head Clerks and Section Officers. The Section Officers should inspect once in three months the section and satisfy himself that no papers have been overlooked.

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## CHAPTER X

### INTER-DEPARTMENTAL REFERENCES

249. *Oral consultation:-* Oral consultations between the officers of the departments concerned should take place (i) if it will quicken the disposal of a case, (ii) When only a advice is required of the department consulted.

250. The department to which the case belongs should record clearly in a note on the file the result of the consultation and a copy of the note sent to the department consulted.

251. *Simultaneous consultation:-* Where it is necessary to consult more than one department such consultation will take place, as far as possible, simultaneously, by self-contained notes.

252. *Officers authorized to refer files to other departments:-* Files other than those which an officer in charge of a section is empowered to dispose of, should not be referred to other departments except with the sanction of the Chief/Deputy/Officer of the department.

253. *Confidential character of notes and papers:-* Notes written in one department and sent to another shall, normally be treated as confidential.

254. Papers to be treated as confidential should be distinctly marked as such. Every confidential paper that is issued from the office should be in double cover. The inner cover should be sealed, marked 'confidential'. The name of the officer to whom it is intended should be super scribed on the

inner cover, while the outer cover should have only the official designation of the officer. The confidential cover should be closed in the presence of the officer signing the fair copy.

255. *Inter-departmental meeting:-* Where it is necessary to ascertain the opinion of other departments, in important cases, inter-departmental meetings may be held to arrive at a quick decision within a specified time. An agenda setting out the points for discussion should be prepared and sent out along with the proposal for the meeting. Reasonable time should be allowed for the representatives to prepare for the meeting.

256. When the meeting is over, a record of the discussions made has to be prepared at once and circulated to the departments concerned, indicating the decisions arrived at.

257. *Correspondence with Government:-* Correspondence with Government except those on routine matters dealt with by the various departments should be channeled through the Heads of departments.

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## CHAPTER XI

### PUBLICITY IN PRESS

258. *Procedure:-* Communications to the press should normally be by the Secretary to the Board/except in the case classified advertisement, calling for tenders, announcing conduct of sales etc., which the Chief Officers/Deputy of the department concerned may do.

259. *Forms:-* The different types of press releases and the occasion for their use are at Chapter VI.

260. *Press conference:-* A press conference may be held by the Chairman for the purpose of :-

- (i) explaining the scope and purpose of an important report or a statement which is of wide interest to persons engaged in Coffee Industry.

Or

To give a general review of the policy of the Board and its important activities, if any, and

- (iii) to explain to the press any important developments connected with the board and the Industry.

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## CHAPTER XII

### SECURITY OF OFFICIAL INFORMATION OR DOCUMENTS

261. *General Provision:-* No document or information which has come into the possession of an employee, in the course of his official duties should be communicated to a non-official or any other employee unless empowered by a competent authority. Such wrongful communication, as well as retention or removal of any documents containing such information, will be in contravention of the Official Secrets Act, 1923 and the Conduct rules of the Board's servants.

262. Head clerks in charge of sections will be held personally responsible for bringing immediately to the notice of the Section Officers any cases in which members of their sections offend against security regulations, or are guilty of misconduct of such a nature as to give rise to doubts of their reliability from a security point of view.

263. It is the duty of the Board's servants to bring immediately to the notice of their superior officers any breach of security regulation in general, and in particular, any disclosure of confidential information of which they may obtain knowledge.

264. *Official reports, pamphlets, compilations etc.,:-* Restrictions in circulation of printed reports by marking 'For Official use only' should generally be made only if the report, publication contains informations, disclosure of which, will not be in the Board's interest.

265. *Communication of information to the Press:-* Officers below the rank of Chief Officers may not ordinarily give information to the press. If such officers are approached by the press, they should be referred to the Chief Officer.

266. *Responsibility of Section officers:-* It is the responsibility of the Section Officers to keep themselves acquainted with the conduct of the staff working under them and to ensure that instructions laid down for the conduct of the business and maintenance of security are fully understood and complied with by all persons working under them. Instances of any member of the staff contravening any of the instructions, should be brought to the notice of higher authorities by the Section Officers. It is also their duty to see that the Head Clerk or other officials under them keep in close touch with the work of the staff in the respective branches and to bring to notice all cases of remissness or suspicious conduct.

267. *Submission of confidential papers:-* Strictly confidential papers or files will normally move in Confidential Boxes.

268. *Access to department:-* Members of the public are not allowed to visit sections and see any staff there. They may call on the officer-in-charge of the section or other higher officers.

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### **CHAPTER XIII**

#### **INSPECTION**

269. *Purpose:-* Inspections of sections are to be conducted with purpose of:-

- (i) finding out the state of affairs in the section,
- (ii) ensuring that the prescribed procedure and instructions are followed,
- (iii) finding out that attention is paid to quality in the performance of the work, and
- (iv) testing the soundness and practicability of the procedure laid down.

270. *Periodicity:-* The Section Officers should inspect the sections once in three months and submit reports to the Deputy Chief Officer. Specific forms of inspection report are not provided for this purpose and inspecting officer may touch upon important and relevant points. Changes, if any, to be effected in the working of the section may also be suggested. The Deputy Chief Officer or the Chief Officer will examine the report, discuss the suggestions brought forward, if any, and take steps to implement suggestions, if feasible. Suitable remedies should also be devised to prevent recurrence of irregularities, if any, pointed out by the Inspecting Officer.

271. The chief officers/deputy chief officer may inspect any section/sub-office/unit of the department at any time they may deem fit. The Chairman may, whenever convenient, visit and inspect any departmental units or sections.

272. A programme of inspections by Chief Officers/Deputy Chief Officers and Regional deputy Chief Officers/Divisional Officers should be drawn up for the whole year at the beginning of the year taking into account the periods of normal rush of work. In addition to this, surprise inspections will be conducted when circumstances necessitate.

273. Inspections to be conducted by the Divisional Officers/Regional Officers are detailed in parts dealing with the respective departments.

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**CHAPTER XIV**  
**SANCTION AND PURCHASE OF FURNITURE, OFFICE**  
**EQUIPMENT, UNIFORMS, STATIONERY ETC.,**

274. *Sanction to purchase:-* Sanction for purchase of furniture, stationery, office equipments etc., should first be obtained from the competent authority. Information about budget provision, amount available, need for the articles, should be clearly furnished. The sanctioning authority will vary according to the probable expenditure that will have to be incurred. A reference may be made to the delegation of powers- vide Appendix II Part II Secretariat.

275. *Purchase of articles:-* After sanction is obtained the departments should send a clear note with an indent containing full particulars and specifications against each item, to the Secretariat, for supply of the sanctioned items. The note should contain the sanction order, number and date, and the designation of the authority who has accorded the sanction.

276. The Secretary will then call for tenders from recognized dealers, tabulate them and seek orders of the Chairman supplies will be obtained against approved samples for specifications. The rates accepted should be in accordance with the rates, if any, in force approved by the Govt. of India.

277. In the case of sanctions obtained for purchase of furniture meant for sub-offices or other units, the sanction should be communicated to the divisional officer and he should be asked to arrange for the purchase of the articles by calling for tenders, addressed to the Chief Officer of the

department concerned. On the basis of the tenders accepted by the Chief Officer supplies will be ordered for by the divisional officer.

278. In either case the Secretary will first make sure that surplus furniture/equipment is not already available in any of the other departments.

279. *Receiving and opening of tenders:-* All tenders/quotations will be opened as soon as may be convenient after the time specified on the due date, by the CCMO/DP/DR/DO/Secretary/Sr.DCCMO/DDP/Regional DCCMOs, as the case may be. In the absence CCMO/DP, either on leave or on tour, Sr. Deputy/DDP will open them. The Officer receiving tenders should mark on the envelope the date and actual time of receipt of the tender, by writing “received by me on ..... at .....”. He will also initial on the envelope. In the absence of the DCCMO, either on leave or otherwise, the tender will be opened by the senior most officer in the department and in his absence by the Chairman, if in Headquarters.

280. Before opening all quotations/tenders they should be examined with a view to see whether they are all properly sealed and in time. Any quotation or tender if received in unsealed covers or after time, will not be opened but merely filed.

281. No quotations/tenders shall be opened earlier than the due date. If such covers are opened by inadvertence which should not happen-the opened covers and their contents should be immediately put into a different envelope by the opening officer and sealed in his presence. The officer will write on the envelope ‘inadvertantly opened on ..... at ..... by ..... Sealed in my presence on ..... at .....

282. The officer opening these quotations/tenders will initial in red ink on each quotation/tender, an on each page of its enclosure and put the date. On the covering letter he will write 'opened by me' and then put his initials on the top right-hand corner.

283. The tenders opened will be tabulated by the Establishment section of the concerned department and put up to the officer competent to accept tenders. For authority competent to accept tenders, refer delegation of powers.

284. *Purchase Register:-* A register showing sanction orders, designation of the sanctioning authority, amount sanctioned, articles purchased and supplied will be maintained in the Establishment Section of the concerned department.

285. *Inventory:-* The Establishment Section of each department should maintain an inventory of furniture and office equipment in form given in Appendix XIV. As soon as any items of furniture or office equipment is received by the department, it should be brought on to stock and entries attested by the officer in charge of the Establishment.

286. *Marking of furniture:-* Every item of furniture should be properly marked to indicate the department to which it belongs and serial number assigned, e.g., C, B, M. D. 1 etc.

## Office Equipment

287. *Maintenance and repairs of typewriters:-* The rate and periodicity for servicing of typewriters should be in accordance with those laid down in memorandum issued by the Govt. of India Stationery Office, Calcutta and undertaken by particular firms as per contract should be got done after getting the sanction from the competent authority. The Head Clerk of the section should certify on the bills received for servicing, repairs, etc., that the machine has been properly serviced/overhauled/repared and the rates are in order and forward them to the Accounts Section through concerned officer for arranging payment.

288. The Head Clerk in charge of the section should see that all typewriters are maintained properly and kept in good working order. The typist/stenographer to whom the machine is issued will be personally held responsible for its care and upkeep. He will also be responsible for the efficient and economical use of supplies and accessories issued to him, if any.

289. Periodical overhauling and servicing of office cycles should be done after obtaining sanction of the officer in charge of the Establishment Section. The Establishment Section will call for an estimate for its repair etc., and obtain sanction of the competent authority. The competent authority will, however, decide whether it is worthwhile spending such amount on repairs/replenishments of parts whether the cycle should be condemned and disposed off and new one purchased.

290. *Telephone:-* A register in the forms given in Appendix XV should be maintained, to keep a watch over the payments made on account of rent or charges for the repairs etc., of office telephones or the telephones installed at the residence of officers at the Board's expense. One page of this register should be allotted to every telephone and on receipt of the bill from the telephone authorities, entries should be made on the appropriate pages of the register to show the amount of the bill with the period to which it relates. The date of payment or acceptance should be noted in column 6 of the register. If the office is unable to avail of this discount allowed for prompt payment, in any case, the fact together with the reasons therefore should be noted in the remarks column.

291. A register in the form at Appendix XV should be maintained by the Establishment Section for trunk calls made. On receipt of the bill, it should be verified with reference to the entries made in the register whether the call was actually booked, and, if so, whether it was on official or private business. The date of acceptance of payment will be noted in column 10 of the register.

292. For calls, if any, effected on private account recoveries should be made from the person concerned.

293. *Priority for booking trunk calls:-* The officers authorized to book priority calls are given under:-

Chairman	.... Lightning calls
Heads of Departments and Officers of and above the	

Rank of deputies	.... Urgent Calls
Other Officers	.... Ordinary calls

### ***UNIFORMS***

294. Every permanent Group D employee of the Board is supplied with Uniforms (Coat, Pant, Cap). Temporary Group D staff who have put in a minimum period of service of one year and whose services are not likely to be dispensed with in the near future, will also be supplied with uniforms.

295. Drivers are also supplied with Uniform (Coat, Pant and Pea-cap).

296. Supply of uniforms to Group D staff and drivers at HQ, is arranged by the Secretariat. The various departments will indicate their requirements of uniforms to the Secretariat before July of each year. Tenders for the supply of cloth as well as to fix the rate for stitching will be called for by the Secretariat. After purchase of cloth, the stitching will be entrusted to the tailors whose tenders have been accepted. In respect of uniforms for Group D staff working in the regional office/divisional offices and others in the field, purchase of cloth and arrangement for stitching are made by the concerned offices subject to the condition that the rates should not exceed those indicated by the Secretariat taking into consideration the rates fixed for supply of uniforms to Group D staff in Head Office.

297. *Scale of supply of uniforms:-* Scale of supply shall be as follows:-

(a) Head office, sub-office, regional/divisional offices-Each of the Group D staff of the Board at these offices (except the field staff of the propaganda units) who are eligible for supply of uniforms (i.e., after completion of one year's service, provided the services of the incumbent are not likely to be, dispensed within the near future will be provided with 2 sets of cotton uniforms each year ; the staff at Head Office and Sub-office will be provided with white uniforms, while those in the field units will be provided with Khaki uniforms. One set of cotton uniforms will consist of a short buttoned-up coat, a pant and a folding cap.

(b) The scale of supply to the Group D staff stationed at cold regions like Ooty, Nilgiris, Gudalur and Coonoor will be as below:-

1. Cotton suits comprising of  
Buttoned-up short, coat, pant  
and cap --- 3 sets once in 2 years.
2. Woolen suits comprising of  
buttoned-up short coat, pant  
woolen cap (White uniforms  
to be made from mill made  
dark blue serge cloth). The  
concerned department will  
arrange for supplying after  
obtaining local quotations. ---- 1 set in 2 years.

(c) *Foot-wear:-* (i) The eligible Group D staff will be supplied with one pair of Chappals every year.

(ii) Drivers will be eligible for a pair of leather shoes every year. They may also be provided with pea cap instead of the folding cap.

Provision of rain coat and sweater once in every 5 years may also be considered.

298. The scale of supply and type of cloth to be used etc., shall be generally in conformity with the provisions of the “Hand book on Uniform of Class III and Class IV Employees” issued by the Ministry of Home Affairs, Govt. of India.

299. For supply of uniforms to Group D staff of the propaganda department employed in Coffee Houses/Vans/Depots refer to Part V Propaganda department.

300. A register of uniforms should be kept in the Establishment Section of the department concerned showing the names of persons and number of uniforms supplied and acknowledgements obtained in token of their receipt. Those supplied with uniforms should wear them while on duty. The uniforms are to be produced before the Jamadar quarterly, namely, January, April, July and October for inspection. The cost of uniform not produced for inspection will be recovered from the Group D staff concerned.

301. *Washing charges for uniforms:-* A dhobi will be engaged and paid for at piece rate, for washing weekly the uniforms of Group D staff working at Head Office. The Jamedar will be responsible for keeping the correct account of the uniforms given dhobi for washing, and receiving them after wash, under the supervision of the Establishment Section.

302. In all the outstation establishments of the Board uniforms of Group D staff are put to wash and paid for by the Office. However, an expectation has been made in the case of Research Institute, Balehonnur, where a washing allowance is paid to each of the Group D staff in view of the difficulty in obtaining the service of a Dhobi.

### **Stationery**

303. *Annual indent:-* Each department should, well in time, arrange to call for from the various sub-offices, regional offices and sections in the Head Office, their annual requirements of stationery. This should be scrutinized regarding needs, and in the light of stocks on hand, consolidated by the Establishment Section of the department concerned, and forwarded before end of February of each year, the Secretariat for arranging supplies. Care should be taken to avoid over indenting.

304. *Distribution to department:-* The supplies will be directly made to the concerned department by the firm with whom orders have been placed. A purchase Register should be maintained by the Establishment Section of the concerned departments in the form at Appendix XVI. Entry on the left-hand side of the register should be made as and when copies of the orders placed with the suppliers are received from the secretariat. The Establishment Section of the departments concerned will receive the articles, check and compare them with the approved samples and make necessary entries in the Purchase Register. With each instalment of supply a bill

would be received which should be verified and duly certified by the person in-charge of the Establishment Section for arranging payment.

305. *Handling of stationery by Stationery Sub-Section:-* (i) Stock Register. In addition to the Purchase Register mentioned above a stock register and issue register should also be maintained in the prescribed forms. The stocks received should be entered in the stock Register immediately, after receipt of stocks and put up to the officer concerned. All stores received should be examined, counted, measured or weighed, as the case may be, when deliveries are taken and care should be exercised to see that the quantities are correct and the quality conforms to samples approved at the time of acceptance of tender.

(ii) *Scale of supply:-* The scale of supply of stationery articles to each section/individual may be laid down by the section officer. The head clerk of the section should put up an indent specifying the names of the staff in the section and articles to be supplied for the month, and get the approval of the section officer. Supplies should not exceed the scale except under competent orders, and even when within the scale, supplies should not be made without actually scrutinizing the need and the balances with the officials.

(iii) *Issue Register:-* Issue will be made only against specific indents. Before issuing articles, the stationery clerk should ensure that the indent has been approved by the section officer. As and when supplies are made entries should be effected in the Issue Register. The daily total of

issue must be brought on to the issue side of the stock register and the balance struck.

306. In the case of all articles purchased, the following certificates should be furnished in the bill before payment, by the official who receives the articles into office and checks them and bring them to account :

“Certified that the articles have been received in good condition, the quantities are correct, quality good and suitable for the purpose, the rates paid are not in excess of the ruling market rates and they have been brought on to stock in page No ..... Of the register.”

307. In the case of articles of stationery and other articles purchased after the approval of the samples, an additional certificate ‘that the entire quantity purchased conforms to the approved samples’ should also be furnished.

### **Printed Forms**

308. The same procedure as is laid down for stationery articles will be followed.

### **Custody, Accounts and Verification of Stores**

309. The store-keeper entrusted with stores of any kind should take special care for arranging for their safe custody, keeping them in good and efficient condition and for protecting them from loss, damage or

deterioration. Suitable accommodation should be provided more particularly for valuable and combustible stores. He should maintain proper accounts and inventories and prepare correct returns in respect of stores in his charge with a view to preventing losses, theft, accident, fraud or otherwise, and making it possible at any time to check the actual balances with the book balances and payments to suppliers, etc.

310. Articles of stores like furniture, equipments, etc., will be verified half-yearly on the last working day in December or June by the officer, in charge of the section. Annual verification should be done preferably by an officer un-connected with the administration of the stores. For example, stores of one department at Head office may be got verified by an officer of another department. The officer for this purpose will be nominated by the chief officer of the department concerned.

311. The main objects of verification are to see that the book balances tally with the actual balances and the balances of stores are not held in excess of requirements of a reasonable period, or in excess of a prescribed limit or beyond the period of safe preservation of articles likely to deteriorate fast and that action has been taken to dispose of surplus and obsolete stores.

312. The verification will be a detailed check of all items of articles. All the articles should be counted, measured or weighed, as the case may be. Reliance should not be placed on test-weighments or test-measurements only. The issues of stores may, if necessary, be stopped during the period of stock taking and the store-keeper should be required to attend upon the stock taking officer and help him in completing the work as early as practicable.

The stock taking officer will note, in his own hand in ink in the stock register, the actuals found on verification and initial each entry or group of entries as the case may be.

313. The store-keeper should produce all articles of stock to the stock taking officer for verification. Subsequent explanations from him for shortages to the effect that the articles were 'in stock only' or 'since traced' or 'issued under suspense', etc., shall not ordinarily be accepted.

314. *Report on the verification:-* An excess and deficiency statement in the form noted below should be prepared by the stock taking officer together with his remarks thereon:-

- (1) Name of the Stock Taking Officer .....
- (2) Duration of stock taking .....
- (3) For half-year/year ending .....

Sl. No.	Stock Ledger Folio	Name of articles	Book balance	Actual verified balance	Excess/Short ----- Qty.	Remarks
1	2	3	4	5	6	7

315. The report on half-yearly verification by the officer in charge should be submitted to the chief officer of the department by the 10<sup>th</sup> January and July for action. The report on annual verification should be submitted to the Chairman in July of each year. The report should state inter alia, the conditions of stores, safety, custody, etc.

316. All the discrepancies pointed out in the report of verification should be brought to account immediately, so that the stores account may represent the true state of affairs.

317. Shortages and damages should be reported immediately to the authority competent to write off the loss.

318. *Loss of stocks, stores etc.,:-* Cases of loss of money, stamps, stocks or other property held by or on behalf of the Board should be immediately reported by the Heads of the sections concerned to the chief Officers and to the Accounts sections. Such reports should be submitted as soon as a suspicion arises that there has been a loss, and they must not be delayed while detailed enquiries are being made. When the matter has been fully investigated, a complete report should be submitted, of the nature and extent of the loss, showing the errors or neglect of rules by which such loss was rendered possible, the persons responsible and the prospectus of effecting recovery, the causes or circumstances that led to the defalcation or loss, steps taken to prevent recurrence of such loss and disciplinary or any other action proposed against the persons responsible. The final orders on each case should be intimated to the accounts department.

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**CHAPTER XV**  
**RECRUITMENT, CONFIRMATION, PROMOTION ETC.,**  
**OF STAFF**

319. *Sanction to establishment:-* The permanent strength of each department is fixed by the executive committee of the Board. No alteration in the sanctioned strength of the establishment should be made save with the prior sanction of the executive committee. The Chairman, can, however, sanction temporarily, for a period of six months, posts the maximum salary of which does exceed Rs. 1,300/- per month.

320. *Recruitment Rules [Rule 31 (2) (a)] of the Coffee Rules 1955:-* The method of recruitment, qualifications etc., are laid down in the recruitment rules approved by the Govt. of India vide *Appendix I of Part II Secretariat*.

321. All vacancies to be filled by direct recruitment shall be through regular Employment exchanges/Advertisements. The panel of names of candidates should be obtained from the Employment Exchanges of different States of India, unless the Chairman, for valid reasons, decides otherwise.

322. When recruitment is made from panels of candidates obtained from Employment Exchanges, the appointments shall be made in the order of rotation from different states as far as possible keeping in view the All India character of the Board.

323. *Class 'C' Staff:-* This is broadly classified into two groups namely, (i) ministerial and (ii) non-ministerial.

(i) *Ministerial:-* The ministerial staff include Drivers, Junior Clerks/Typist, Senior Clerks, Junior Assts., Head Clerks, Senior Stenographers and Assts. A waiting list of candidates whose names have been received from various Employment Exchanges has to be maintained in the secretariat. As and when vacancies arise, the Secretary will make a statement of applications received and place it before the Chairman for making necessary appointment.

(ii) *Non-ministerial:-* The group is classified into (a) Technical and (b) Non-technical. The technical posts are such like Research Assistants, Farm Assts., Field men, Mechanics, Fitters and Foremen. The non-technical posts consists of chief coffee inspectors, Depots Managers, Sales Officers, Asst. Coffee Inspectors, Asst. Depot Manager, Asst. Sales Officers. In the case of non-technical posts such as those mentioned above, for which direct recruitment is provided for in the Recruitment Rules, selections will be made from a waiting list of candidates maintained in the secretariat.

324. *Interchange of cadres:-* (i) As a rule, posts classified as ministerial are not inter-changeable with those of non-ministerial cadres, and vice-versa.

(ii) This does not preclude promotion of Junior Clerks as Asst. Depot Managers/Asst. Coffee Inspectors/Asst. Sales Officers as provided for in the Board's Recruitment Rules, i.e., 50 percent of the vacancies will be filled by direct recruitment and 50 percent by promotion of Junior Clerks.

(iii) The places of those transferred at their request or promoted from one cadre to another will be next below the last permanent official in the latter. Their services in the previous cadre will not be counted for the purpose of seniority in the latter.

(iv) The posts of Senior Clerks/Head Clerks are not interchangeable with any of the posts on the same time-scales in the field, in the Marketing, Propaganda or Research Departments on a permanent basis, Head Clerks may be deputed to work in the field and vice-versa against these posts for purposes of gaining experience. In such cases, however, the transfers should be mutual e.g., if a head clerk is sent for training as a chief coffee inspector then a chief coffee inspector should at the same time be posted as head clerk in his place. It would not be correct to post a head clerk as a chief coffee inspector and to promote a senior clerk as a head clerk in the vacancy. In all such cases, the posting will be purely on a temporary basis and for purposes of experience and training, and those so posted out for a short duration will continue to hold lien on their respective permanent posts. This will also apply to chief coffee inspectors, depot managers etc., when posted to work in the head office or sub-office, with a view to giving them varied experience.

325. *Group 'D' Staff:-* Group 'D' staff consists of Jamedars, Peons, Attenders, Laboratory Attenders etc. In the case of direct recruitment to these posts, the vacancies are filled up in the order, from the waiting list maintained in the Secretariat, showing the names of candidates received from the various employment exchanges. In the case of Jamedar, the appointment is by promotion from among the peons. However, for the

promotion as Attender, he should have requisite basic educational qualifications.

326. *Special Roster:-* In the case of direct recruitment to posts which are for periods of three months or more, the special Roster, as laid down in the instructions connected with the orders on special representations issued by the Govt. of India in the Ministry of Home Affairs in Office Memorandum No. 42/21/49/10 gs dated 28-6-1952 and subsequent amendments if any are to be followed. A register of Special Roster has to be maintained by the Secretariat and annual special returns submitted to the Govt. of India as required in the above Memorandum.

327. *Appointing authority:-* All direct appointments to Class 'C' posts will be made by Chairman and to Group 'D' posts by the Secretary/Chief Officers. In case of purely temporary appointments of Group 'D' staff, for periods not exceeding 3 months, the Deputies in head office and regional DCCMOs are competent, provided the appointment is against a sanctioned post and is on daily wage basis.

328. *Medical examination on appointment:-* Candidate appointed on probation should produce a physical Fitness certificate from the medical officer authorized for this purpose within ten days of reporting for duty, or the date from which his first pay is drawn, whichever is earlier.

329. *Candidates failing to join duty:-* A candidate newly appointed should report for duty within ten days from the date of appointment order, or by such period as may be mentioned in the appointment order, and should

also send a telegram or a letter within five days from the date of receipt of appointment order signifying the candidate's intention to join duty, failing which, the candidate will stand the risk of the appointment order signifying the candidate's intention to join duty, failing which, the candidate will stand the risk of the appointment order being cancelled without any further intimation. Failure of a candidate to join duty should be immediately brought to the notice of the Chairman, who may then pass orders to remove him/her from the list of candidates and appoint some one else.

330. *Oath of allegiance:-* Every employee of the Board, on reporting for duty, has to take the oath/Affirmation of allegiance to the Constitution of India.

331. All Class II and III officers in the Head office other than Deputies, may take/make oath/affirmation before the Deputies ; Deputies will take/make oath/affirmation before the senior Deputy/Chief officer as the case may be. All Group 'D' staff will take oath/make oath/Affirmation before the Establishment officer concerned. Class I officers other than chief officers may take/make oath/Affirmation before the Chief officer of the concerned department and the chief officers in turn before the Chairman.

332. The staff of the regional office/Divisional office/Sub-station including the field staff may take/make oath/affirmation before the respective regional/divisional officers.

333. Class II Officers in-charge of the Regional office may take/make oath/affirmation before the senior deputy/chief officer of the department concerned when he visits the regional/divisional offices.

334. The oath/affirmation should be administered immediately an appointee reports for duty, and the form filed in the personal file of the official concerned (office order No. Vig 16/57/58/263, dated 31-12-1958).

335. If any servant of the Board not conversant with English, desires to make /take oath/affirmation in any particular language, he may be permitted to do so. A record of all full time Board servants who have taken or made oath/affirmation should be maintained in a register in the Establishment Section concerned.

336. *Confirmation of staff:-* Except where otherwise provided, the period of probation for all posts of Class 'C' and Group 'D' service staff will be 6 months, the probation, if any, fixed for a higher post being mentioned in the order of appointment/promotion. The recruitment rules also will indicate the duration of probation which an officer is expected to undergo. On satisfactory completion of probation the incumbent will be eligible for confirmation with retrospective effect from the date of appointment to the post or the date of appointment to the post or the date of vacancy whichever is later.

337. *Promotion (Rule 31 (2) (b) of the Coffee Rules 1955):-* All promotions, unless otherwise mentioned in the recruitment rules, shall be made on seniority cum merit basis. When a promotional vacancy in the officer's cadre arises, the secretariat will scrutinize the graduation list and also the roster for reservations for SC/ST and put up a list of candidates from

among whom the promotion is to be effected, duly obtaining administrative clearance as also vigilance clearance. The DPC will then consider the various names and make suitable promotions. In the case of promotion to the higher cadres among the ministerial staff, the secretariat after determining the number of vacancies, will draw up a list in the manner explained above and put up to the Chairman for orders. In regard to promotions from among the Group 'D' cadre officials, to the post of Jamadar, Draftari etc., after ascertaining the number of vacancies, the secretariat will prepare a list on getting the necessary clearance and promote the eligible candidate.

338. *Age limit for retirement of the employees of the Board:-* In accordance with the instructions contained in the office memorandum No. 33/18/62-Ests (A) dated 30-11-1962 issued by the Ministry of Home Affairs, Government of India, the age of compulsory retirement of the Board's employees would be 58 years, subject to expectations and conditions specified in the said memorandum. The said memorandum has been given effect to from 1-12-1962.

339. A register in the prescribed form should be maintained by the Establishment Sections of all the departments for watching the staff reaching the age of superannuation and taking appropriate action in reviewing the cases and obtaining the orders of the competent authority in time.

340. *Resignation:-* (i) Notice : if an employee wishes to resign his/her post, one month's clear notice should be given, failing which, the official has to forfeit a month's pay and allowance in lieu thereof.

(ii) Even If an employee resigns, without giving one month's clear notice or without the forfeiture a month's pay and allowances in lieu thereof, the departments should not propose the acceptance of the resignation without observing the instructions referred to herein.

(iii) *Procedure in dealing with resignation:-* While submitting the resignation letter for acceptance, the controlling officer should certify to the effect that no amount is due from the official concerned, relating to Provident Fund Advance, Pay Advance, Festival Advance, TA Advance, House building advance or on any other account.

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**CHAPTER XVI**  
**MISCELLANEOUS ORDERS RELATING TO OFFICERS AND**  
**ESTABLISHMENT**

341. *Maintenance of Service Books:-* Under Rule 197 of supplementary rules a service book should be maintained in respect of each permanent employee of the Board including Group 'D' staff from the date of appointment (Confirmation) in form vide Appendix XVII relevant columns in sheet 'A' of the service book should be filled and signature below the last entry made in sheet 'B'. Date of birth in Christian Era should be entered preferably both in figures and words attested after verification with reliable evidence of age which the employee should be required to produce. The document by reference to which the date of birth is recorded should be specified. Original certificate in respect of the employee's educational qualifications should be verified before making entries in service book. The entries in the service books and leave accounts should be verified and attested by the officer concerned every half year, in January/July.

342. The following are some of the items which should be particularly taken care of while making entries in the service registers. Instruction on these are dealt with against them:-

(i) *Attestation of entries:-* Each entry in the service book should be individually attested. Entries relating to leave should be attested both in the body of the service book and in the leave account.

(ii) *Nature of appointment:-* The form of the service book provides separate columns for noting the substantive pay and the officiating pay. Pay should be noted in the respective columns. The date of confirmation in each post held should be recorded. It is not enough to note the date of confirmation in the post to which an official is initially appointed, as this may lead to the supposition that all other post to which he/she was subsequently appointed were held only in an officiating capacity. The order of appointment should always specify the post and the nature of the vacancy and whether the appointment is in an officiating or substantive capacity.

(iii) *Revision of pay scales:-* When pay is revised with retrospective effect, the pay after each increment should be noted in addition to initial fixation of pay.

(iv) *Verification of services:-* After March each year and before the 15<sup>th</sup> of may, the record of service made from the date of previous verification up to the current verification) should be verified with reference to pay bills, acquaintance rolls, etc., and a certificate of verification recorded as “services verified with reference to pay bills, etc., up to 31<sup>st</sup> March 19 .....

.....”. A similar certificate should be recorded on transfer to another office, foreign service, etc., on resignation, dismissal, death or retirement, covering the period from the date of last verification up to the date of the event. Pension and leave contribution due in respect of Board’s staff on foreign service should be watched and recoveries effected from time to time and should be entered in the service book.

(v) *Option:-* The declaration of option in favour of revised scales of pay, pension scheme, etc., should be counter-signed and pasted in the service book.

(vi) *Nominations:-* The fact of having received nominations in respect of Death-cum-retirement gratuity and provident fund should be noted in the service book.

(vii) *General:-* All important events in the official career of a Board's servant, viz., service in a particular post, pay, increments sanctioned, leave, leave salary drawn, transfers, joining time, joining time pay, utilization of leave travel concessions, promotions, confirmations, suspensions, reinstatement (if any), date of retirement, etc., should be entered in the service book in the order in which they occur, entries duly attested by an officer of the board duly authorized.

343. All employees should be allowed to examine their service books occasionally with a view to see that they properly maintained and entries are in order. (SR. 202).

344. The record should be continuous. The date of reporting for duty after leave, transfers etc., and the joining time allowed should be recorded in detail so as to leave no room for doubt as to whether there was any overstayal on leave or joining time or any other break in service of the individual. Any such break may entail the forfeiture of past service (vide article 420 CSR).

345. *Register of service books:-* A register of service books opened should be maintained by the Establishment Section of the concerned department, and the serial number of the each entry in the register should correspond with that on the service book itself.

346. *Custody and transfer of service books and leave accounts:-* All service books together with leave accounts of the officers and staff working in the head office and all the officers in the regional offices/divisional offices will be maintained in the Establishment Section of the departments concerned at head office. The service registers of the staff working in the regional offices/divisional offices etc., will be maintained in the respective offices, together with leave accounts. However, the service registers and leave accounts of the deputies will be maintained by the respective departments in head office. On transfer of an employee from one department/division to another, the service books and leave accounts relating to him should be brought upto date and transferred within 10 days to the Department/Division to which the employee is transferred and acknowledgement obtained.

347. *Confidential Rolls-maintenance and custody:-* Annual confidential reports about officers and staff should be written up properly and regularly in the prescribed form. Confidential reports form the basis for increments, confirmations, promotions, selections etc. They should therefore, be written with great care and maintained in the personal custody of responsible officers. A statement showing the officers authorized to write and review confidential reports together with custodian thereof is given in *Appendix XVIII*.

348. *Guidance to reporting officers:-* Reporting officers should take great care to ensure that the report is true, complete and objective. Defects or deficiencies should be frankly and clearly pointed out. The reporting officer should advise, guide and assist his subordinates to correct their faults or deficiency, the efforts made by way of guidance, admonition etc., to get the defects rectified should also be indicate. He should ensure that reports relating to period ended 31<sup>st</sup> December, are submitted by the end of following January.

349. *Hints to reviewing officers:-* The reviewing officer, as a rule, would have sufficient knowledge about the work and qualities of the employee reported on. If the reviewing officer does not agree with the reporting officer, he should indicate the nature and extent of the difference. It should be ensured that the report is reviewed and sent to the custodian not later than February of the following year.

350. *Communication of adverse remarks:-* Adverse entry, if any, after its confirmation by the reviewing officer, should invariably be communicated to the employee immediately after the review, so that he can improve wherever possible. The fact of such communication should be recorded in the report itself. The reviewing officer may, in his discretion, decide whether in a particular case the adverse remarks should be communicated or not. Where he decides not to communicate, a specific order to that effect should be recorded by him.

351. *Establishment Register:-* A register showing separately the permanent and temporary posts sanctioned from time to time, on the establishment of an office should be maintained in the Establishment Section of each department in form vide Appendix XIX. In the case of temporary posts, the date from which the sanction is to take effect and the date on which it is due to expire should be indicated. That part of the register dealing with temporary establishment should be reviewed every fortnight with a view to see that no incumbent is continued beyond the sanctioned period and to take timely steps, where necessary, to have the post extended. When temporary posts are extended, a fresh entry should be made in the register and cross reference given against the old entry. The total number of posts as on 1<sup>st</sup> March of each year should be shown in the register. Fresh totals should be made whenever a new post is sanctioned.

352. *Events Register:-* This register should be maintained in form Appendix XX by one of the clerks in the Establishment Section of the department concerned. The usual events that are recorded in this register not to be lost sight of while preparing the pay bills are the following:

- (i) Grant of increments
- (ii) Grant of leave
- (iii) Transfers-LPC particulars
- (iv) Provident Fund recoveries
- (v) LIC Premium recoveries
- (vi) Conveyance Purchase advance
- (vii) Festival Advance recovery
- (viii) Co-operative society dues/recoveries
- (ix) HB Advance recoveries, etc.,

The Section Officer should see that all relevant entries are brought on to it and attest them. If convenient, the register may be divided into different parts each relating to a grade of service or class of posts. Entries in column 5 of the register should be descriptive enough, to enable the preparation of the salary bill without further reference to relevant office order. When action is taken on each even entry in the register, the bill clerk will indicate the particulars of action taken in column 6 and initial in column 7 of the register, in token of having taken necessary action. The register should be called for on the 1<sup>st</sup> of every month by the section officer who will ensure that no even remains without action for longer than a month. The Deputy Chief Officers/Chief Officers will also call for the register occasionally for inspection.

353. *Graduation lists:-* Separate graduation lists for class II, III and IV staff should be drawn up and issued as on January of each year in the prescribed form and this will be the basis of seniority of such class of employees. The graduation lists for officers, executive and technical staff will be drawn up by each of the departments separately and forwarded to the secretariat for necessary action. The secretariat shall maintain a common Graduation list for all the ministerial staff. A common graduation list for Group 'D' staff those working in the propaganda department units who will have a graduation list of their own, will also be drawn up by the secretariat. The secretariat should ensure that every department maintains graduation lists for their officers, executive and technical staff.

354. *Increment and Efficiency Bar:-* These are governed by Fundamental Rules and the Supplementary Rules there under. Increment certificates should be prepared by the Establishment Section within seven days after increments become due and put up with all references and confidential records for sanction of the officer empowered to grant the increments. When an employee has to cross the efficiency bar, a special report should be called for regarding his work and put up along with the increment certificate. The order granting increment should be communicated promptly to the officers under whom the official works.

355. The authorities competent to grant and withhold increments are given in the table of Delegation of powers.

356. The Establishment Section should maintain the register of increments up-to-date in form at *Appendix XXI*.

357. *Pay, leave and allowance including traveling allowance [rule 31 (4) of the coffee rules 1955]:-* The pay, leave and allowance of officers and staff appointed by the Board shall, so far as may be, be regulated in accordance with the FR and SR applicable to Central Government servants.

358. *Pay bills:-* The establishment section of each department will prepare, with reference to the establishment register and events register, the pay bill supported by the absentees statement, memo granting leave, increments, deductions etc., at the close of every month, and forward it to the accounts department for further verification and disbursement.

359. The procedure to be followed in the preparation of pay bills is given under :-

- (a) Sanctioned strength of the office should invariably be furnished on the top of the pay bill;
- (b) Arrears should be drawn only on supplementary pay bills;
- (c) Medical reimbursement sanctioned should be drawn only on supplementary pay bills;
- (d) Work-sheet for calculation of leave salary should be attached to the pay bill where leave salary has been drawn;
- (e) Average pay should be calculated for the 10 months preceding the month in which the incumbent proceeds on leave;
- (f) The last pay certificate should always be attached to the pay bill where an incumbent has drawn the first salary in his/her new headquarters after a transfer;
- (g) In the case of arrears drawn in supplementary pay bill certificate of non-payment should be recorded;
- (h) The date of reporting for duty of the new entrants, date of proceeding on leave, date of relief and date of rejoining after leave, date of termination of service retirement, etc., should invariably be shown in the pay bill wherever the occasion arises;
- (i) Leave memos should invariably be attached to the pay bills;
- (j) Acquittances should always be dated;
- (k) In pay bills where leave salary has been paid, the period of leave, the rate of leave salary and the leave salary paid, should be clearly indicated;

360. (i) It is sometimes observed that the pay bill of an officer on leave is drawn by another officer on behalf of the former and not signed by the officer on leave. This is irregular. The pay is deemed to be claimed by the officer concerned and the pay bill of an officer on leave should be signed by him/her duly acquitted and endorsed in favour of some person who is authorized to receive the amount. In such cases the absentee should furnish a receipt-cum-authorisation, and get the approval of the concerned authority.

(ii) Officers' pay bills should separately periods, monthly rates and the amounts in respect of each item in the pay bill, namely, substantive pay, officiating pay, leave salary, etc., as applicable ; and

(iii) Recoveries of instalments of pay advance and festival advance should be to the nearest rupee.

361. *Procedure of payment of salary to an absentee:-* The pay and allowances of an absentee member of the establishment may be allowed to be drawn with the prior approval of the officer in charge of establishment in the case of staff at head office, and that of divisional officers in the case of staff working in divisions. In such cases the absentee should first furnish a receipt-cum-authorisation in the form given in Appendix XXII and get the approval of the concerned authority.

362. *Leave:-* The leave rules governing the board's employees are the same as are applicable to Central Government employees.

363. Leave cannot be claimed as a matter of right discretion is reserved with the authority empowered to grant, refuse or revoke leave at any time according to the exigencies of services.

364. For authorities competent to grant casual leave and earned leave, refer to 'Delegation of powers'.

365. The establishment section of the various departments should maintain the leave account in the form prescribed.

366. *Prefixing and/or suffixing Sunday and other holidays to leave:-* While applying for leave it should be specifically stated in the application whether the applicant desires permission to prefix and/or suffix holidays to the leave period. Otherwise, such holidays will be treated as leave.

367. *Posting of substitutes in leave vacancies:-* Great care should be exercised in recommending cases involving the appointment of substitutes. In all such cases the applications should be received in the Head office, at least a fortnight before the concerned official is to proceed on leave, so as to make necessary arrangements for posting substitutes. Where substitutes are asked for, the concerned regional/divisional/section officers should give valid reasons justifying the need for the substitute/s. As far as possible they should try to manage without a substitute. Ordinarily no substitute will be allowed for a period of less than three months. Each case of request for a substitute will be decided on its own merits and will also depend on the availability of hands for being posted at the particular time.

368. *Extension of leave:-* Extension of leave should normally be avoided. Where an extension of sought, the application should be made at least 10 days in advance of the date of expiry of leave.

369. *Dearness allowance and compensatory (city) allowance:-* Dearness allowance and compensatory (city) allowance are admissible to the Board's staff in accordance with the Government of India rates in force.

370. *Compensatory (city) and house rent allowance for staff stationed at hill stations:-* All Group C and D staff stationed at hill stations as Nilgiris, Kodaikanal and Yercaud, are eligible for compensatory (city) and House rent allowance at rates applicable to Central Government employees stationed in those places.

371. *Certificate for drawing compensatory (city) allowance during temporary transfer:-* For drawing compensatory (city) allowance during temporary transfer the following certificate should be furnished :-

“This is to certify that Shri/Smt..... Is likely, on the expiry of the temporary duty, to return to the station from which he/she was transferred and the Board's servant draws no allowance of the same kind in the post to which he/she is transferred”.

372. *Certificate for drawing compensatory (city) allowance during leave:-* For drawing Compensatory (city) allowance during leave the following certificate should be furnished:

“This is to certify that I/my family/myself and family continued to reside for the period for which the compensatory allowance is claimed at Bangalore/at ..... where I am entitled to a similar allowance”.

373. *House rent allowance:-* Staff provided with quarters will be required to occupy them and pay rent in accordance with FR 45. The rent recovered will be assessed in accordance with FR 45 (A) III and IV. If part of the building is used for office purpose, proportionate rent for the residential portion should be worked out on the basis of plinth area. If the building is occupied by two or more persons, rent should be recovered from all of them, proportionately. The recovery should, however, be limited to 10% of the emoluments and made by deduction in the pay bills. Care should be taken also to see that the rental of the area occupied for residence is as close to 10% as possible of the emolument of the person.

374. Staff residing in departmental quarters are not eligible for house rent allowance, but they must pay the proportionate rent or 10% of their total emoluments whichever is less. Persons residing outside the departmental quarters, for their own convenience, are not normally entitled to house rent allowance.

375. The following certificate should be furnished by drawing officers in the pay bills in which house rent allowance is drawn:-

- (i) “Certified that the staff whose house rent allowance is drawn in the bill have not been provided with accommodation by the Board.
- (ii) The certificate prescribed has been obtained from the staff for whom house rent allowance is drawn in the bill and it has been ensured that the claims are in accordance with the orders of Government.

The certificate (ii) above need be given only when the allowance is drawn on percentage basis.

376. A certificate in the following form should be furnished in the monthly bills by Class I and II officers in respect of house rent allowance:-

- (i) “I certify that I am residing in a rented house/my own house from ..... the ..... to the ..... and the house rent allowance of Rs. .... claimed by me is the amount of the monthly rent actually paid by me/assessed for municipal purposes the period, in excess of 10% of my monthly pay of Rs. ....
- (ii) I certify that no portion of the accommodation in respect of which the house rent allowance is claimed is sublet or occupied normally by adults other than those belonging to my family.
- (iii) I also certify that I have not been provided with accommodation by the board, during the period in respect of which the allowance is claimed”.

Signature : .....  
Designation : .....

Rent receipts for the month of January and July of each year should be produced to the proper authority.

377. *Application and sanction for drawal:-* The employees drawing a salary of Rs. 750/- are permitted to draw HRA of 15% of the salary subject to a ceiling of Rs. 112/50 without production of any rent receipt etc. However, in respect of officers drawing a pay more than Rs. 750/-, they should produce rent receipt and apply for sanction for drawal of rent up to 15% otherwise they will be eligible only for Rs. 112.50. An application in the prescribed form should be submitted to the Chairman/Chief officer as the case may be, for approval of the scale of accommodation and the rent paid and HRA admissible.

378. *House Rent Allowance-drawal of during leave:-* As far as the Board's staff are concerned (who are governed by the revised leave rules) the corresponding limit of leave during which house rent allowance is admissible is 120 days. For drawal of house rent allowance during leave or temporary transfer a certificate in the following form should be furnished even at the time of sanctioning the leave.

“This is to certify that Shri/Smt..... is likely, on the expiry of leave or temporary transfer, to return to duty at the station from which he/she proceeded on leave or is transferred or at another station in which he/she will be entitled to the similar allowance”.

379. *Admissibility of house rent allowance and C.A. during joining time:-* The grant of C.A. to the board's employees during joining time depends on the following conditions:-

- (i) That the employee should have drawn CA in his old post granted on account of the special expensiveness of living ;
- (ii) That the transfer should be to another post carrying similar allowance ; and
- (iii) That he has actually incurred expenditure on account of rent and other expenses during joining time which would have entitled him to the allowance, if he had been on duty during the period.

380. *Special pay for unhealthy localities:-* Class C and D staff of the coffee board stationed in the localities declared as unhealthy localities, by the respective state Government, are eligible for unhealthy allowance at the rates which are applicable to the Central Government employees sanctioned in such localities. In all cases where an allowance is to be sanctioned afresh an application is to be obtained from the staff concerned and orders of the Chief officer of the department obtained in the form prescribed. For this allowance pay includes Basic pay, Dearness pay and special pay.

381. *Grant of Hill (compensatory) allowance and winter allowance to the employees of the board:-* The Board's employees are granted Hill (compensatory) allowance and winter allowance in accordance with the Government of India Rules, as amended, from time to time.

382. *Travelling allowance:-* The grant of traveling allowance shall, so far as may be, regulated in accordance with Fundamental rules and supplementary rules as applicable to central government servants. Salient

features of the rules governing traveling allowance are given in *Appendix XXIII*.

383. Whenever officers undertake tours they must travel by the normal class of accommodation for which traveling allowance is admissible. For return journey they may request, if necessary, local officers of the Board to arrange for booking of accommodation in the class to which they are entitled under the rules by giving them advance information.

384. *Refund of cancellation charges:-* The cancellation charges on air/railway tickets booked in advance by the officers and staff of the board and cancelled subsequently due to bonafide official reason, will be met by the Board out of Contingencies.

385. *Travelling allowance advance:-* (i) No second advance should be drawn unless on account is rendered for the first advance. It is necessary that, before a second advance is drawn, it should be recorded on the TA advance voucher that ‘the TA bill for the previous advance rendered on .....’ TA claims for subsequent period in the same TA bill. In cases where the advance drawn is in excess of the amount as claimed in the TA bill, the balance amount should immediately be credited to the imprest account should immediately be credited to the imprest account before drawal of the second advance in respect of the divisional officers. In the case of head office staff, excess amount should be refunded along with the claim for the TA.

(ii) Claims of transfer TA should not be included in the TA bill on tour.

(iii) Correct distances between places visited and the mode of conveyance should be mentioned in all cases.

386. *Rules governing transfers:-* (a) Ministerial staff : The general principles governing the transfer of the staff are given below:-

- (i) No official, as a general rule, should ordinarily be allowed to work, in the same place, for more than three years at a time ;
- (ii) If transfers from one station to another cannot be made for lack of corresponding posts, the officials concerned will be transferred from one department to another ;
- (iii) In cases where even inter-departmental transfers are not possible for want of the necessary number of corresponding posts, the official will be posted to other sections in the same department ;
- (iv) Persons recruited for their special technical qualifications may be exempted from transfers, unless corresponding posts exist elsewhere ;
- (v) The above rules will not apply where the interest of Board's work demands the retention of an official in the same place/post for over three years ;

- (vi) In timing the transfers of officials from one place to another, the office should, as far as possible, keep, in view the academic terms of schools and colleges in both places to facilitate the education of the officials ;
  - (vii) Lady clerks are liable to be transferred to outstations on promotion. However, they will be given an opportunity to indicate the places of their choice, which may be considered on merits of each case; and
  - (viii) Officers in-charge of sections should arrange for understudies to the key personnel in respect of their sections in order that transfers of the key personnel may not cause any dislocation in the working of sections;
- (b) *Field staff*:- The principles governing transfers of field staff are as follows:-
- (i) Transfers shall not be proposed within a period of three years, and in case of sensitive posts within 2 years, as a rule ;
  - (ii) Similarly, no official should be retained for longer than three years in the same place ;
  - (iii) No official should, as a rule, be posted to his home town, Tehsil or District. He may serve in his Home-State ;
  - (iv) The officials should ordinarily work at least six years within a division, not necessarily in the same place ; and
  - (v) Exceptions can only be made for very extraordinary reasons or in the exigencies of service.

387. *Evading the orders of transfer:-* The departments concerned should not put up proposals for posting of substitutes in places where officials have already have been posted but who have applied for leave before reporting for duty with the intention of evading the orders of transfer. Leave should not be granted to such of the officials who apply for leave before reporting for duty in places to which they have been transferred. But in genuine cases, however, the departments may at their discretion grant leave to such persons under orders of transfer, but no proposals to post substitutes should be put up. Where leave has to be granted in genuine cases, the department should clearly state in the leave sanction memos that after the expiry of leave, the official concerned will report in the place to which he has been posted.

388. *Overtime allowance:-* The board's staff are eligible for overtime allowance in accordance with the Government of India rules, as amended, from time to time.

389. The overtime allowance may be allowed in cases where the section officer is satisfied that the normal outturn during the working hours has been given and the work unfinished is of such a nature that it cannot be postponed and prior permission of the competent authority to put in extra hours has been obtained.

390. The authorities who are empowered to grant permission for overtime allowance are given under delegation of powers.

391. *Register:-* A register of overtime work shall be maintained in the form prescribed. The concerned establishment section of the different departments shall make the entries as and when overtime work is authorized by the competent authority and performed by the Board's servant concerned.

392. This register of overtime work should be in the custody of the concerned section officer and passed on the establishment section, once a month, to prepare the bill in the prescribed form and passed on to the accounts department for check and passing it for payment together with a certificate in the form prescribed by the drawing officer. Overtime bills should be prepared monthly to enable the Accounts Department to verify that the overtime allowance does not exceed 1/3 of the monthly emoluments.

393. *Free medical facilities to employees of the Board:-* The employees of the Board are eligible for free medical facilities in accordance with the Government of India Rules (Decision of the Executive Committee Meeting held on 4-12-54).

394. Employees of the Board stationed in states like Uttar Pradesh and Bihar, which have not agreed to extension of free medical facilities as laid down by the Government of India, are governed by medical facilities rules, framed by the Board and approved by the Government of India.

395. *Authorised Medical Attendants:-* The authorized medical attendants should note the following points for strict observance :

(i) Utmost economy should be exercised while prescribing medicines. Where cheaper medicines of equal therapeutic value are available only those should be prescribed ;

(ii) While signing medical bills they should never certify as essential items of foods, tonics having more food value, disinfectants and other similar preparations ; and

(iii) They should clearly state the names of the medicines in block letters in the essentiality certificate issued by them.

396. Children's educational allowance and reimbursement of tuition fees in respect of children of Board's employees : These are governed by the rules issued by the Government of India, as amended, from time to time.

397. *Advances:-* Advances to the Board's staff are made in accordance with the General financial rules and under the Board's provident Fund rules. These advances are sanctioned by the competent authority as indicated in the "Delegation of Powers".

(i) *Festival Advance:-* An advance of pay on the eve of important festivals may be sanctioned to Board's employees vide Government of India Finance Memorandum No. F. 16(10) /E-II(A)/56, dated the 24<sup>th</sup> September 1956 (decision of the Executive Committee meeting held on 7<sup>th</sup> November 1956). The following are the rules governing the grant of festival advance :

(a) The advance will be admissible will be admissible only once in a calendar year for any one particular festival named by the employee from out of the recognized festivals after taking into consideration the importance attached locally to such festivals.

(b) The advance may be sanctioned by Divisional/Sectional officers to any Class C or D employees.

(c) Advance to temporary employees can be sanctioned only on the strength of permanent employee standing as surety.

(d) The amount of the advance may be Rs. 100 or one month's basic pay [as defined in the Fundamental Rule 9(21)(A)(1),] whichever is less.

(e) The advance is payable before the festival and is admissible only to those on duty or on leave on average pay or earned leave, at the time the advance is drawn.

(f) The advance will be recovered in not more than three equal monthly instalments, the first recovery commencing with the pay drawn for the month following the month in which the advance was drawn. The amount of each instalment should be rounded off to the nearest rupee.

(ii) *Conveyance Purchase advance*:- The Chairman may sanction an advance for the purchase of conveyance.

398. *Rules for grant of advance for purchase of bicycle:-* Refer to *Appendix XXIV*.

399. *Rules for grant of advance for purchase of Car/Scooter/Motor cycles:-* An advance for the purchase of motor cycle/car may be granted by the Chairman. The application for advance can be made during any part of the year. It will be considered provided budget provision is available. The rules regarding the grant of bicycle purchase advance will be applicable along with the following special rules, mutatis mutandis.

a) The advance will be recoverable in thirty-six equal instalments together with interest specified.

b) The person who takes the advance should execute a mortgage bond in respect of the advance within one month from the date of receipt of the advance on a stamp paper of appropriate value at his expense, in the form G.F.R.16.

c) The motor cycle must be kept insured for comprehensive risk and the insurance company must be duly notified of the Board's lien on the motor-cycle purchased.

iii) *Advance to Group D staff for purchase of table fans:-* The terms and conditions, governing the sanction of Advances to Group D staff of the Board for purchase of table fans as applicable to Central Government servants to Group D cadre, given in *Appendix XXV*.

iv) *Provident fund advance:-* a) Application for provident fund advances should be in the prescribed form. The forwarding officers should, before transmitting the application for advance, make sure that the applicant has repaid his/her previous advance, if any.

b) An advance shall not, except for special reasons, be granted until after at least twelve months from the final repayment of all previous advances (together with interest thereon) unless the amount previously advanced does not exceed 2/3 of the amount admissible under Rules 13 of the provident fund rules. Where the application is to be treated as a special case, the forwarding officer should ensure that proper evidence is produced by the applicant in support of the reasons given for the advance and officer his remarks as to the genuineness of the reason given, stating with enquires he made.

c) *Sanction of advance:-* Refer to delegation of powers.

d) *Filling in and forwardal of receipts:-* On receipt of communication of sanction of provident fund advance a stamped receipt should be obtained and forwarded to the Secretary by the divisional officers and departmental heads in the case of divisional staff and head office staff respectively.

e) *Recovery of advance and interest thereon:-* Refer to Part IX D Chapter II.

f) *Postponement of recovery*:- Postponement of recovery of installments of PF advance should not be made during the period of recovery of festival advance, as ‘advance of pay’ referred to in rule 15(2) of the coffee Board. PF rules do not include the term ‘festival advance’.

v) *House Building advance*:- a) All the permanent employees of the board are eligible for loan advance for the construction of house as per rules and regulations governing grant of such advance to the Central Government employees.

b) A register for recording the details of such advance should be maintained in the prescribed form.

400. *Register of advances and recoveries*:- A register should be maintained to keep a record of the advances granted to officers and staff on account of pay, TA, PF, Conveyance purchase etc., and recoveries watched. A separate register may be maintained for each type of advance or the register divided into parts dealing with a particular type of advance. A note of the recoveries to be made on any other account, such as attachment of pay, over payment etc., should also be made in a distinct part of this register.

401. *Pension and Death-cum-retirement Gratuity*:- The general principles underlying the grant of pension and Death-cum-Retirement Gratuity are given in *Appendix XXVI*. For authorities competent to grant pension and DCRG, refer to delegation of powers.

402. The administrative section of each department should initiate action, well in time, for the completion of pension records and documents. The service statements should be finalized at least six months before the date of retirement of the officer and got verified from the pension section. After verification of service, an application for pension in the prescribed form, with the orders of the pension sanctioning authority, should be forwarded to the Accounts Department before the officer is due to retire. The sanctioning authority should submit a further report as to the satisfactory service rendered by the officer for the remaining portion of his service. These reports should be sent within a fortnight from the date of which the officer retires. Application in respect of each employee should be accompanied by the various documents as mentioned in part IX-D Chapter III.

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## CHAPTER XVII

### IMPREST, SECURITIES ETC

403. *Imprest:-* The indent for monthly imprest has to be submitted on or before the 20<sup>th</sup> of every month by the various regional/divisional offices/units to the Head office in the prescribed form. The Accounts Department will scrutinize them and make necessary arrangements for remittance of the amounts to the various officers so as to reach them before the last working day of the month. The imprest cheques, when received, whether cashed or not, should be taken into the imprest account on the day of receipt by the imprest holder. If the cheque is not cashed a remark 'cheque' may be made against the receipt entry.

404. *Preparation and submission of imprest account:-* The imprest account in the proper form with all the necessary vouchers should be submitted duly certified by the officer concerned to reach the regional office/divisional office/head office, as the case may be, by not later than the 10<sup>th</sup> of the month following the one to which it relates. For further details refer to part IV Marketing Chapter V.

405. *Vouchers:-* Where there are more than one voucher in respect of head of account, the vouchers should be furnished under 'Abstract of vouchers', and the Head of account should be clearly mentioned. The vouchers should contain all essential information like (i) name and address of the party to whom payment is made ; (ii) the Head of Account of expenditure ; (iii) the name of the unit of the board making the payment ;

(iv) signature of the recipient of the amount and (v) reference number and date of sanction.

*Note :* Vouchers which are very small in size should be pasted on paper of larger size to facilitate filing vouchers for purchase of furniture, equipment, stationery, etc., should contain stock certificates as under :

“Received the above-mentioned items in good condition according to approved samples and specifications and taken to stock (vide stock register folio).....

Vouchers in vernacular should be translated into English when a credit bill is produced as voucher, a receipt should also be produced as voucher, a receipt should also be produced as evident of payment.

406. Further instructions on how the vouchers should be obtained and submitted are given in part IV Marketing Chapter V.

407. *Accounting of TA bills:-* Imprest accounts are meant to show the net expenditure incurred during the month and not only the payments. They should show the gross amount of TA bills of each category of staff, TA advances adjusted in the bills, and the net amounts paid. A statement should be attached to the imprest account, showing (i) the gross amounts of TA bills, (ii) TA advance adjusted, and (iii) net amount paid in respect of each category of staff.

408. *Accounting of reimbursement of medical charges:-* Amounts paid towards reimbursement of medical charges should be accounted for in

the imprest account under the appropriate head duly supported by a supplementary pay bill, along with the medical bill which has been passed for payment.

409. *Securities to be furnished by those handling stocks and cash:-* Those handling stocks and cash should furnish security deposits at prescribed rates in any of the forms prescribed in the general financial rules of the Central Government and subject to the conditions specified therein.

410. The following categories of employees are required to furnish security for the respective amounts shown against them :

<i>Designation</i>	<i>Amount of security</i>
	Rs.
1. Head Clerks Senior Clerks	.... 500/-
2. Depot Managers	.... 500/-
3. Asst. Depot Managers	.... 300/-
4. Sales Officers	.... 500/-
5. Asst. Sales Officers	.... 300/-

411. *Grant of special pay to staff handling cash:-* The executive committee at its meeting held on 12<sup>th</sup> September 1962 decided that the board's staff who handle cash be paid special pay in accordance with the terms and conditions contained in the office memorandum F, 11(42) E.III/60, dated 4-9-1961 of the ministry of Finance Department of Expenditure (vide *Appendix XXVII*) subject to their giving security on the basis of the quantum and risk covered under the fidelity guarantee.

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## CHAPTER XVII

### GENERAL

412. *Maintenance of Guard file:-* Copies of important circulars and orders issued by the Government of India or by the Board, which are for guidance, should be taken to a guard file so that all such circulars and orders will be available at any time in a compact form for read reference. The guard file will be maintained by the Secretariat. Copies of such important communications received in all sections should be marked to the guard file with the section number and date noted therein.

413. *Maintenance of stock file:-* The section Head Clerks should also maintain a section stock file containing important circulars and orders issued by the section. The clerks concerned should mark such circulars or orders to the section stock file, and, where considered necessary, to the guard file of the secretariat. The section stock file will be limited in scope as it will contain mostly items pertaining to the section. A reference to the guard file at the secretariat and the stock file, at the section will obviate unnecessary time and labour spent in searching in the various files for a particular order.

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