

दक्षिण रेलवे/SOUTHERN RAILWAY

सं.एसए/जी..

No. SA/G 120/Office Procedure/Vol.I

मंडलकार्यालय/Divisional Office,

सामान्य शाखा/General Branch,

सेलम/Salem, दि./Dt. 27.12.2013.

All Branch Officers/SA Divin.

विषय/Sub: Rationalised Office Procedures to accomplish improved work culture:-

संदर्भ/Ref: AGM/MAS No. G.181/P-2/Vol.I of 22.11.1999. (GM's Cir.No.2/99 (Amended)).

Often it is noticed that correct office procedures are not followed in dealing with correspondence, Scrutiny of issues, recording of decisions, communication of directives, follow up action, etc. This results in delay, improper actions, failures and dissatisfaction to customers and staff. To streamline the system, the following instructions are given once again for adopting the correct procedure to deal with various kinds of files/letters etc.

1. All letters/files should be received in each Department by the nominated receiving/Dispatching section, then only the files/letters can be easily located and follow up action can be taken.
2. Letters/files received in an office/Dept. should be expeditiously "push forwarded" by the receiving section duly entering in the register and affixing date stamp, To highlight the speed of disposal, this section will superscribe in red such as "urgent", "Court case", "RTI act", & "MP's" reference etc. It is the responsibility of letter receiving section in each Department to ensure that no incoming letters after putting official seal, should be sent to outside.
3. Letters received from Headquarters/CA iii/Board's/National commissions reference etc., should be very carefully dealt with. These should invariably reach the concerned policy file without delay and docketed. In the meanwhile Xerox copy may be circulated to various officials concerned. Reply should be sent within the prescribed target date/time.
4. Whenever 'Confidential' or Secret/Vigilance letter is issued or received, this should receive the required treatment strictly. It is the responsibility of the Officers. Personal Assistants and Confidential Assistants to ensure observance of the formalities. Such correspondence should not be allowed to be transmitted through normal docket pad. Depending on the extent of confidentiality, closed file and/or transmission by hand should be resorted to.
5. Important letters needing urgent action and letters on policy matters should not be kept in circulation file/pad. The original should go to the file immediately with the knowledge of officer and the photocopy should be circulated.

6. It is Ch.OS/OS's/Clerks responsibility to ensure that files/letters are not stagnant due to officers going on leave/tour. They should bring to the attention of other officers of the important letter for urgent action.
7. The Ch.OS/OS/Clerk of the receiving section who marks the letters should therefore, have a sound overall knowledge of the functions of the office, to ensure that the papers reach the right officials in a fast manner. When urgency and priority warrant, the official should walk to the concerned officer with the letter or fax and seek his advice for immediate disposal.
8. Only A4 size papers should be used for making office notes, letters, etc. so that these can be filed up in a uniform manner. Papers should not be put up in a damaged file. A file should consist of 250 folios only in correspondence side. A new file should be opened after that.
9. All letters, documents, office orders and memorandum must have the pathname printed as footer. This will enable locating the same in the system even when the dealer is not available.
10. Notings on files, only Blue or Black ink is to be used by all categories of staff and officers. However, an officer of the level of SAG & above may use green or red ink in rare cases. (Authority: Rly Bd's letter No. 2006/O&M/2/12 dt.7.9.2006).
11. On the front portion of file, File No, Branch & Subject should be written and on top portion of each file, the name of the dealing clerk and the Ch.OS/OS along with their designations should be written legibly in bold capital letters. so that the staff can be easily contacted and discussed as and when required.
12. Double side file should invariably be adopted with folio side (corresponding side - on the left hand side) and noting side - on the right hand side (PP side - ie prescient page side) so that the internal discussion and reason for decisions are kept on record. Folio number should be written boldly and rounded at right side top corner. PP Nos (PP-Prescient Page) also written boldly centre of the top.
13. For each initials/full signature, designation & date should be made by the dealing staff in any paper/noting (Bare initials cannot reveal the identity of the owner of the initials).
14. Whenever the contents of a letter on folio side is discussed through a noting on PP side (PP-Prescient Page), the concerned clerk should examine the issue in the light of the provisions in the codes, SOP, & various circulars/reference etc.
15. The noting on PP side (ie prescient page side) should not end without leaving space for orders. There should be at least one or two blank papers on PP side while passing on the file from one official to the next official.
16. The noting on PP side should be continued without leaving space/blank papers. If it is space/blank page available in between two notings, blank space should be scored out.
17. In the notings, the folio Nos. should be cross-connected. It is proper to use only the assigned folio numbers as reference tool instead of attaching flags A,B,C, etc. and to give reference to A,B & C in the notings.

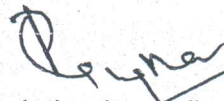
18. Under "subject" or in the text of the letter being filed, there may be reference to an earlier correspondence. In such cases, the respective folio numbers should be indicated by underlining and indicating the folio numbers in bold. In some cases, the back reference may be in a different file, in which case, not only the folio number but also the case file number should be indicated.
19. In case a linked file is necessary, the folio number and file number should be indicated in the noting and the noting should confirm that "linked file No..... is annexed" as the last and separate sentence.
20. When a noting is made to obtain the orders/approval/sanction of the competent authority by way of forwarding the file, such noting should be placed on PP side only and not on folio side. However, the docket forms for recording sanction should be kept on folio side. Sometimes, a note may be sent to another officer/office in isolated manner, in which case it should be treated as a letter.
21. The officer passing the order on noting side (or on any letter) should record the same very clearly. If the intention is to send a reply, he must also indicate the other concerned parties to whom copies should be sent. The dealing staff should also use his imagination in this respect. If the letter is being sent to A, with copies to B, C and D, then the main letter to A should indicate that B, C and D are also being advised. The practice of avoiding this by "Not in original" is not desirable; but can be selectively followed only in essential cases.
22. Whenever a draft letter is put up for approval in the file, reference to folio numbers of the relevant earlier correspondence should be indicated on the draft.
23. Putting up letters to the officers concerned straight without any noting on PP side should be stopped.
24. While putting up letters for signature, two copies should be available in which office copy should bear the initial/signature of the official putting up the file along with date.
25. After the letter in the final form is signed, the office copy should be assigned folio no., and also indicate, such as, "Issued as per the orders/endorsement of at PP/F.No....."
26. The office copy should have despatch reference or endorsement such as "sent through special messenger to Shri..... on" This will help in investigation, in case the letter does not reach the destination in time.
27. Sometimes a Note or Memorandum is prepared and sent to various officials. This should be treated as a letter and the name and designation of the signing officer should be available.
28. All Papers should be in relevant file only and no loose papers or pilot/temporary files should be put up until and unless exigencies arise.
29. The dealing staff will issue/put up reminders without waiting for instructions from the officer.

30. Normally demi official letters should not be issued among officers with the same office. There is no harm in superscribing normal letters as "For kind/immediate attention of Sri/Smt....." If deemed fit. There is unwarranted urge to issue D.O. letters now a days, which should be curbed.
31. When a reply is issued to any other office within Railway or to outsider, under the heading "Ref" at the beginning of the reply-letter, it will be appropriate to give reference to the letter No. of the addressee. There is no point in giving only our own office letter No. as the past reference, since the other party will not be able to locate the same easily in their office.
32. Letter to outsiders should invariably be typed using letter heads, containing the logo of the organisation. Hand written letter sent to outsiders projects a poor image of railway. In most of the cases, letters to outsiders should start with "Dear Sir/Sirs" and end with "Yours faithfully". Railway abbreviations should not be used and expressions should be courteous and in speaking order, avoiding the usual railway style. Railway's Phone Number, Fax Number and E-mail address should be available in such letters. These formalities should be strictly observed also for the letters addressed to Commissioner of Railway Safety, Railway Trade Unions, Container, Corporation, KRCL, RRB, RITES, IRCON, IRCA, IRFC, Registrars of RCT, RRT & CAT. At the end of the letter, the name of the signing officer and his designation should be available.
33. Whenever sanction is sought, reference to the relevant item of Schedule of Powers should be given. If sanction is sought without routing through Finance, It should be confirmed that the sanction does not need finance concurrence as per schedule of powers. The funds availability and overall position of budget under the proper primary unit/sub-head should be indicated to guide the sanctioning authority. In case the Finance has made some observations while giving concurrence, convincing replies to these observations should be put up to the sanctioning authority by the executive department.
34. In the case of Tender Proceedings/Selection Committee's report etc. each manual correction should be initialed by the members of the committee. The enclosures of the proceedings of the Tender Committee or Selection committee (Such as tabular statements) should also jointly signed, in addition to signing each of the pages of the main proceedings. In the case of empanelment of staff, in selection/promotion, no manual correction shall be permitted in the typed list of finally empanelled staff.
35. There are Drawings prepared for various works classified from A- to – G. Plans without proper approval of competent authority should not be utilised for execution of field works. Plans of previous sanctions are also need not be distributed. No manual corrections are made in sanctioned /approved plan. If any corrections made, this should be mentioned in the plan duly obtaining sanction from competent authority.
36. All this plans are to be prepared duly obtaining approval from competent authority. Tentative plans need not be considered as sanctioned plans. Originating offices preparing plans to obtain sanction from Approving offices duly sending two plans for correction and changes.

37. Drawing made through consultancy should get Approval by Railways. Plans without approval should not be utilised for field executions.
38. Consultancy preparing plans should indicate their designation with signature and approval of Railway officers with name.
39. Out dated ammonia printouts to be withdrawn and correct latest approved plans to be sent to field offices with acknowledgment.
40. Normally for easy usage A3 (or) A2 size plans may be used.
41. Actual rail sections are to be mentioned and this should not be converted into metric units.
42. All technical data to be mentioned in small letters only and abbreviations' should not be used for mentioning names of stations, designations of railway officers. Plural form of units should not be used.
43. For firms M/S not to be used. For individual companies containing names of persons alone to be mentioned prefixing M/S.
44. All references to be serially numbered in 1, 2, 3 etc and Roman numbers are not to be used. For titles and sub titles a, b, c, d may be used.
45. Indents on stores Department should be prepared in a clear manner, preferably typed. If there are enclosures such as Detailed specification, Drawing, proprietary Certificate, Sanction Memo, List of Probable Suppliers, etc., the cross reference should be available on indent as well as enclosures with signature of all the officials who signed in the indent.
46. Weeding out of files and moving them to old record room should be a continuous process. The Ch.OSs/OSs/Dealing Clerks are responsible for this. There is a tendency to keep obsolete files and demand for more space and more racks. This should not be encouraged. As per the extent orders the old records/files etc., should be disposed off.
47. Many files are put up to ADRM/DRM without the knowledge of the Department Head and duly signed by one of the Officer/Asst. Officer or Supervisory staff. This procedure is not correct. This practice should be stopped forthwith. All the files should be routed through the Branch officer concerned only to ADRM/DRM, Unless Branch officer is on long leave or Sick or long tour then only the next immediate authority with his designation can put up the file duly indicating that the concerned officer is on leave/sick/tour etc as the case may be.
48. All staff matters relating to promotions, transfers, allotment of quarters, salary/allowances and other service matters are to be dealt by Personnel Branch Officers who are the welfare officers. If the files/papers require to be put up to ADRM/DRM, the same should be put up through DPO & the concerned Branch Officers. (Ref.CPO/MAS No. P (S) 535/IX/TCI/Gr.II & III Vol.II dt.15.2.95). The supervisory staff should not send/forward/recommend the grievances etc. of their staff directly to ADRM/DRM. This should be strictly followed.

49. Some staff are in habit of sending their representation to higher authorities/Out side authorities ie. Authorities who are not directly concerned with the consideration thereof. This is a most objectionable practice, contrary to official propriety and subversive of good discipline and all Government servants are expected scrupulously to eschew it. If the staff persists in thus prematurely addressing the higher authorities, suitable disciplinary action should be taken against the staff. (Authority: Rly Bd's letter No. E (D&A) 2010 GS1-1 dt.25.5.2010).
50. Staff who wants to meet ADRM/DRM, to express their genuine grievances should get prior permission through Personnel Branch.
51. As far as any news reported in newspaper regarding public grievances comes to notice of the concerned Branch Officer, he should put up a note to ADRM about the news and the actual status of the news, to facilitate PRO to issue proper clarification/rejoinder. DRM should be kept informed thereafter.

Note and notify all concerned duly obtaining acknowledgement and ensure that the instructions are strictly followed.


(Sujatha Jayaraj) 27/12
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Copy to : ADRM for information