

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.

