

GOVERNMENT OF NCT OF DELHI
ADMINISTRATIVE REFORMS DEPARTMENT
7TH LEVEL, C-WING, DELHI SECRETARIAT, I.P. ESTATE, NEW DELHI-110002

No. F.4/13/2010/AR/ 5158-537/C

Dated: 9/6/2010

OFFICE ORDER

Sub:- O&M Inspection of Department of Government of NCT of Delhi.

As per provision of Manual of Office Procedure, it is mandatory to conduct annual inspection of various sections of each department with a view to finding out whether the records are being maintained properly or not. O&M inspections conducted by AR Department in various departments of Government of NCT of Delhi have revealed that the provisions of the Manual of Office Procedure are generally not being followed by the departments. The following deficiencies are being repeated in a large number of cases which need to be rectified:-

1. **Non maintenance of various Registers:** Assistant Diary, file movement register, file index register, register for keeping a watch on the disposal of communication received from Member of Parliament, Register of Parliamentary Assurance and Call Book are not being maintained properly. File Index Register are continuing for the past so many years. **File Index Register should be opened separately for each calendar year, having proper Head-wise indexing with page numbering.**
2. **Improper filing system:** Paragraph numbers on note portion and page numbers on correspondence portion are not being done.
3. **Telephone number/e-mail address** of signatory on communication is not being indicated.
4. **Check on Delays:** Weekly Arrear Statement, Monthly Arrear Statement, Check List of Incoming and Outgoing periodicals, reports, are not being maintained. Special watch on important receipts received from MPs, Public Bodies etc. is not being kept by the Section Officers. Diary registers are not being checked by the Section Officers and up to date inventory of rules, regulations, codes and manuals etc. are not being maintained by the Departments.
5. **Work Environment:** In some of the departments, there is no systematic upkeep of records and record rooms have not been established.
6. **Display of Notice Boards:** Notice Boards indicating location of PIO/APIO/First Appellate Authorities are not being displayed.
7. **Weeding Out of Old Records:** Most of the departments are not weeding out their old records in time. It is requested that records be weeded out as per Record Retention Schedule to create more space in offices.
8. **Punctuality in Offices:** It has also been observed that the Attendance Register is not checked by an Officer-Incharge daily. In some of the cases, even leave account is not being sent to the respective HQ for service record. Proper casual leave & Restricted Holiday Register is required to be maintained by the Officer-in-Charge of the Branch/Office for the maintenance of leave record of the staff.

In addition to the above shortcomings, it is also suggested that:

- a. Staff Movement register should be maintained for the staff who perform field duties, outside the office.

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- b. List of files kept in Almirah/Racks with each Dealing Hand may also be prepared and copy of the same may be handed over to the Branch Incharge. One copy of the same may also be pasted inside the Almirah.
- c. Guard File for each different subject should be opened separately such as Meeting Notice Folder, Minutes of the Meeting, Office Order, Notifications, and Orders regarding Financial Rules etc.

All the Heads of Department are requested to ensure that the provisions of the Manual of Office Procedure are followed by the various branches/units under their control. The deficiencies pointed out by the inspecting official/inspecting officials may also be rectified on priority:

Arvind Ray
(ARVIND RAY)
Secretary (AR)
Ph. 23392240

To

All Pr. Secretaries/Secretaries/HODs, Government of NCT of Delhi.

Copy to:

1. Pr. Secretary to L.G.,
2. Pr. Secretary to CM
3. Secretary to Ministers

Arvind Ray
(ARVIND RAY)
Secretary (AR)