

BANGALORE CITY MUNICIPAL CORPORATION



MANUAL
OF
OFFICE PROCEDURE



1977

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1977

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P R E F A C E

After the amalgamation of the two erstwhile Municipal Bodies viz., Bangalore City Municipality and the Bangalore Civil Station Municipal Commissioner in to the Bangalore City Municipal Corporation under the city of Bangalore Municipal Corporation Act 1949, the Bangalore Corporation Manual was issued in January, 1957. With the advent of time and the rapid increase in the activities of the Corporation, it has become necessary to issue a more comprehensive Manual, prescribing an office procedure to meet the needs of these increased activities. The object of the present manual is to achieve this end.

The manual embodies, besides the usual office procedure, the Office organisation of the Corporation, the powers and duties of the officers and staff working under them in regard to correspondence and maintenance of Registers in general and an out-line process chart of a paper from its receipt to disposal separate compilations have been got up and issued prescribing specific duties and responsibilities of the officers and staff at several levels working in the Engineering, Health, Revenue and Education Departments of the Corporation in view of the urgency and importance of the work attended to by these Departments involving public contacts. These compilations should be treated as part and parcel of this office Manual.

The Manual contains instructions relating to the Office management. Office routine, correspondence, despatch of business, maintenance of records, etc. A chapter is added on periodical office inspections to be conducted by the several officers of the Corporation. Suitable forms have also been prepared for the general use of the offices of the Corporation for effective managements, including a questionnaire to be answered by the officers during periodical inspections.

Every member of the Corporation establishment is expected to study the Manual thoroughly and follow the procedure prescribed. The Corporation is contemplating the introduction of a Training Scheme for the employees of the Corporation and a short course practical training in office procedure is also included in the Scheme.

This Manual is issued under the provisions of Section 24 of the Act and the same has been approved by the Administrator exercising the powers of the Standing Committee (Accounts) and the Corporation. With the issue of this Manual, the previous Manual issued in 1957 stands superceded.

Suggestions for amendments or improvements to this. Manual may be addressed to the undersigned.

N. K. PRABHAKARA RAO,
Commissioner,
Corporation of Bangalore.

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CHAPTER I

Organisation of Corporation Offices

1. The executive authority of the Bangalore City Corporation is exercised by the Commissioner, either directly or through the Officers subordinate to him. The work of the Corporation is for the sake of administration divided into the following Departments, each of which is under the control supervision and management of the officer mentioned against it, subject to the general control and supervision of the Commissioner.

Department	Abreviation	Officers
1. General Department	GD	Comissioner
2. Revenue Department	RD	Revenue Officer
3. Octroi Department	OD	Revenue Officer (Octroi)
4. Works Department	WD	Corporation Engineer
5. Health Department	HD	Health Officer
6. Education Department	ED	Education Officer
7. Central Accounts Department	CAD	Central Accounts Officer

2. The business in each Department is carried on through several recognised Sections. The ministerial head of each section, may be an Accounts Superintendent, Manager, or Accountant. Each section is further divided into compilations. Every compilation deals with a single definite

subject. A caseworker is entrusted with one or more. Compilations so as to divide the total amount of work in the section evenly among the various caseworkers. Each section shall be given such number of caseworkers who may be First Division or Second Division Clerks, Typists and Class IV Staff as the volume of work in the Section warrants. In every Department there shall be a number of Stenographers who may be either attached to Officers or to Sections. Stenographers attached to Officers will also act as their Personal Assistants.

3. The administrative Control of the Bangalore City Corporation rests with the Commissioner. The Commissioner is assisted in the discharge of his work by an Administrative Officer and two Deputy Commissioners to whom the Commissioner may delegate his powers and duties in accordance with the provisions of the Corporation Act. Subject to such general or special directions as the Commissioner may delegate from time to time, the Deputy Commissioners or the Administrative Officers who are placed in charge of the administrative work, will attend to matters relating to appointments, postings, leave, disciplinary action etc., of the Corporation officials.

CHAPTER II

Powers and Duties of the Officers of the Corporation

4. The Commissioner is the Chief Executive Officer of the Corporation and he has to carry out the provisions of the Corporation Act subject to the powers conferred by the Act on the Corporation or the Standing Committee. He will have to give effect to every resolution passed by the Corporation unless it is cancelled in whole or in part by the Government. He can attend the meetings of the Corporation and any Standing Committee and take part in the discussions as a matter of right and he is also bound to attend any meeting of the Corporation or Standing Committee if required, to do so by the Mayor. But he cannot take part in the voting. He prescribes the duties of the Corporation establishment and exercises supervision and control over their acts and proceedings. In case of emergency he may direct the execution of any work or the doing of any act which would ordinarily require the sanction of one or the other of the municipal authorities and the immediate execution or doing of which is necessary for the interests and safety of the public and in such case he shall have to report forthwith the action so taken and the reasons therefor to such other authority. He will have to see to the timely preparation of the annual administration report and the budget estimates of receipts and expenditure of the Corporation. He may delegate

to the holder of any Municipal Office any of his ordinary powers, duties or functions subject to such limitations conditions and restrictions as contemplated in the provisions of the Act and shall also be subject to his control and revision.

5. The Deputy Commissioner and the Administrative Officer deputise for the Commissioner and will exercise such powers as the Commissioner delegates to him from time to time.

6. The official head of each Department or Office is responsible for the careful observance of the rules and statutory provisions in the transaction of business in his department. He exercises general supervision and control over the staff under him and is responsible for seeing that the members of the staff do the work allotted to them efficiently and expeditiously. It is his duty to take efficient steps for the prompt despatch of business in his Department. He is required to propose a statement of distribution of work in the office among the various officials and to have the same circulated and recorded. He should see that persons who seek replies from his office are able to get them promptly. He should visit periodically the different sections of his office, inspect the tables of the staff and see how the work is going on, in order to find out whether the papers are properly arranged and the work is carried on methodically and the office is maintained tidily.

7. The ministerial staff in each department consists of Accounts Superintendents, Managers,

Head Clerks, Head Accountants, Accountants 1st Division Clerks, 2nd Division Clerks, Stenotypists, Attenders and Peons.

8. The Accounts Superintendent, Manager or the Accountant is an officer who is incharge of a Section. He is primarily responsible for the general efficiency of the Section in his charges and is directly responsible to the Officer under whom he works for the efficient and expeditious despatch of business at all stages. In the main his function will consist of:—

- (i) Distribution of work among his staff as evenly as possible.
- (ii) Training, helping and advising the staff in the section.
- (iii) Ensuring prompt and efficient disposal of work in the section and adoption of proper methods for progressing of cases.
- (iv) Timely submission of arrear statements and other periodical returns.
- (v) Exercising general supervision over his section in regard to despatch of business.
- (vi) Ensuring that the caseworker maintains his personal registers properly and up-to date.
- (vii) Ensuring that the caseworkers observes the instructions issued in respect of maintenance of files and noting on the files.

- (viii) Dealing personally with complicated cases.
- (ix) Ensuring that whenever there is a transfer of a caseworker in his section, a detailed charge list of all the pending papers is prepared and full responsibility assumed by the incoming officials.
- (x) Inspecting the work of every case worker under him once a month.
- (xi) Maintaining of Reference Books and Office order file up-to-date.
- (xii) Ensuring that indexing and recording work is done promptly and properly and record files are sent to Central Records Section promptly.
- (xiii) Maintaining order and discipline in the Section.
- (xiv) Keeping the section neat and tidy.

9. A First Division/Second Division Clerk is called a caseworker and he works under the orders of the Head of the Section and is responsible for work entrusted to him. Each caseworker in a Section is allotted a certain number of subjects to deal with. His duties mainly are:—

- (i) to maintain case registers ;
- (ii) to arrange papers and cases, in order, state briefly the issues to be decided, point out the deficiencies found in the correspondance and quote the standing orders and precedants applicable to the case.

- (iii) to be conversant with the laws, rules and regulations, standing orders, circulars, precedants etc. relating to the subject entrusted to him ;
- (iv) to ensure that the papers and files he is dealing with are promptly submitted for orders and not delayed ;
- (v) to maintain all prescribed registers for the proper accountability and disposal of the papers received and dealt with by him ;
- (vi) to be well acquainted with the prescribed procedure.
- (vii) to keep papers and files in tidy condition.
- (viii) to ensure that reports/returns if any, are received/submitted in appropriate time ;
- (ix) to maintain references books connected with his work amended and up-to-date.
- (x) to generally assist the Head of the Section in what-ever manner he may desire in the proper functioning of the Section.
- (xi) to prepare whenever there is a transfer of charge, a detailed charge list of all the papers and cases pending with him with reference to Special Registers case Registers, Periodical Registers and hand over complete charge of these records and registers to his successor.

10. II Division Clerks are entrusted with the routine duties of maintaining prescribed registers, despatching, indexing and recording of files. In addition, they should assist the caseworkers and the Head of the Section in the preparation of statements and periodical returns, issue of reminders and comparing fair copies.

11. A Stenographer is generally employed on stenographic work. He may be called upon whenever necessary, to assist in typing work. A stenographer attached to Officers may also be required to act as Personal Assistant. The principal duties and responsibilities of Personal Assistants-cum-Stenographer are :—

- (i) taking dictation in shorthand and its transcription in the best manner possible ;
- (ii) screening the telephone calls and visitors in a tactful manner ;
- (iii) keeping an accurate list of engagements, meetings etc. and reminding the officer in sufficient time for keeping them up ;
- (iv) preserving and maintaining in good order the confidential records and other papers in the personal custody of the officer ;
- (v) keeping a file Movement Registers in respect of files passed by his officers to other officers ;
- (vi) keeping track of the progress of the action taken by the officers concerned

on important matters as required by his officers ;

- (vii) destroying by burning his stenographic record of confidential or secret letters after the letter has been typed and issued ;
- (viii) familiaring himself with the practice and procedure followed in connection with the tours of officers ;
- (ix) generally assisting the officer in such manner as he may direct.

12. Typists should attend to typing work which should be characterised by speed, accuracy, cleanliness and neatness. The typist will be held personally responsible for any mistake or untidiness in fair copying. Typists should also attend to comparing work when called upon to do so. Typists should append their initials with date at the left hand bottom corner of all fair copies typed by them. Each Typist is required to maintain a work sheet to show the number of papers of typed matter and number of copies taken out each day.

13. The menial staff will be under the immediate control of heads of offices who are responsible for their proper distribution among the office staff and officers. The menial servants shall carry out the duties allotted to them by the Heads of Offices, officials and by officers to whom they are attached.

14. The Jamedar, Daffedar or Head Peon in each office will exercise supervision over the other

peons. He will attend office punctually and see that the peons are detailed for the duties assigned to them. He must also see that the office and officer's rooms are properly swept and dusted daily before office hours. While on duty, he should wear the uniform supplied to him, and shall ensure that the peons attached to the Officers and office, keep their uniform tidy and that, while on duty, appear neatly dressed and also wear the badges supplied to them.

CHAPTER III

The Outline process chart of a paper from receipt to disposal.

15. The subsequent chapters in this Manual describe in detail—how work in the Corporation is handled. This chapter is an epitome of all the later chapters in the form of an outline process chart and contains a brief inumeration of the stages through which a fresh receipt passes from the time of its receipt in any office to its final disposal. These stages are:—

- (i) Receipt of Tappal by the Manager of the Office.
- (ii) Sorting out the papers sectionwise and date stamping.

- (iii) Examination of papers by the Managers and submission of papers for perusal of the Head of the Office.
- (iv) Registration of papers in the General Receipt Register and handing over the papers to case-workers concerned taking full signature in the delivery registers kept for each case-workers or section.
- (v) Receipt of paper by the case-worker and registration in his case register or special register.
- (vi) Submission by the case-worker in an existing file or a new file, duly referenced and noted upon, with relevant routine drafts, if necessary to the Head of the Office through the Manager.
- (vii) Consideration of the file by the Head of the Office and passing of orders thereon.
- (viii) Return of the file to the case-worker for issue of orders passed on the file.
- (ix) Submission of fresh drafts in accordance with the orders passed on the file.
- (x) After the draft is approved by the Head of the Office, fair copying of the approved draft and submission for signature after due comparison.
- (xi) Return of the fair signed copy to the case-worker and issue of the same by the despatcher.

- (xii) Serial numbering page numbering and docketing of issued office copy by the case-workers.
- (xiii) If the disposal assigned 'N' the case-worker makes a note of this in the remarks column of the case register or special register and sends the entire file to the despatcher.
- (xiv) If the file is marked for record after final action, preparation of index slips by the case-worker.
- (xv) Checking of the Index slips prepared and Record Classification and years for which it is recorded by the Manager.
- (xvi) Transmission to General Record Section with the relevent Index Slips.
- (xvii) Receipt in the General Record Section and deposition in the appropriate record rack.

CHAPTER IV

Receipt, Registration and Distribution of Tappals

16. A receipt may be a communication received through normal postal system or by hand or it may be a note or letter sent by an officer of the Corporation requiring certain action to be taken. The Managers of the various Departments are mainly concerned with the initial, receipt and distribution of tappal in the Corporation as indicated in this chapter.

Commissioner's Office.

17. Government tappal will be opened in the presence of the Administrative Officer, who will submit them to the Commissioner. After perusal by the Commissioner it will be passed on to the Deputy Commissioner (Administration).

18. All other tappals will be opened by the office Manager and stamped with date stamp. The adhesive stamps fixed to petitions or other documents should be defaced by applying the date stamp on a part of the adhesive stamp and should also be punched, care being taken to see that the denomination of the stamp is visible. Then the Manager will go through each paper and mark on them the section or the case-worker to whom they should be given for disposal. He will then sortout all communications received from the Heads of Departments and other important matters and submit them to the Commissioner. After perusal, the Commissioner will return the papers to Deputy Commissioner (Administration).

19. All communications from the Mayor should be submitted to the Commissioner direct. After perusal the Commissioner will return the same to Deputy Commissioner (Administration).

20. All letters addressed by name should be opened by the Commissioner or Deputy Commissioner and all confidential communications should be opened personally by them.

21. The Commissioner or the Deputy Commissioner will note any instructions that may be

necessary on a paper in regard to the urgency or the manner in which it should be dealt with or disposed off.

22. All papers received from the Deputy Commissioner and other papers not sent for the perusal of the Commissioner should be immediately registered in the General Receipt Register (O. P. Form No. 1) on the same day. Before registering the papers, the tappal Clerk should sort them in such a way that the papers to be dealt with by each Section or case-worker are entered together and receive consecutive numbers. After registering all the papers, the tappal Clerk should distribute them to the Section or the case-worker after taking their acknowledgement in the Distribution Book. (O. P. Form No. 2) Full signature of the receiver with date of receipt by him shall be obtained in this book.

23. All valuables, such as, cash, notes, bonds, cheques and other documents having money value received along with the tappal or otherwise should be entered in a separate register (O. P. Form No. 3) and the tappal Clerk, should properly obtain in that register the initials of the Section or case-worker to whom they are delivered.

24. No correspondance will normally be conducted under the serial number assigned in the General Receipt Register unless it is of an extremely elementary type. For instance, if any application or a reference is received in an office which cannot deal with it, it can be returned to

the applicant or redirected to the office concerned with a suitable endorsement on the application. In such cases, the serial number of the paper in the General Receipt Register shall be quoted as the despatch number.

25. All Government Orders and Memoranda etc. received from the Government should after they are register in the General Receipt Register, be entered in a register (O. P. Form No. 4).

26. The Manager will keep a note in his personal Note Book of 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 progress of action.

27. All Officers must accord highest priority to the perusal of tappal. Personal Assistants should treat the receipts moving up and down as 'Immediate'.

Other Departments of the Corporation

28. The procedure described in this Chapter in respect of Commissioner's Office will hold good in respect of all Departments of the Corporation.

CHAPTER V

Classification of References.

29. The tappal received by the caseworker is of two types.

- (a) References pertaining to matters pending in the office and
- (b) New references.

30. If a reference pertains to a case which is already pending in the office he shall note the fact of its receipt against the subject already registered in the case register and shall immediately keep it at the appropriate place in the relevant case file.

31. The new references generally fall under three categories *viz.*, those relating to subjects common to the Department for which distinct registers known as Special Registers are maintained, periodical returns, and those of a miscellaneous kind. All the categories of references shall be entered either in (i) the Case Register (ii) in a Special Register or (iii) in the periodical Register. References relating to periodical returns shall be kept in the file concerning the particulars return. All notes initialed by the Caseworkers themselves have to be entered in the Case Registers.

Special Registers.

32. Special Registers are required to be maintained for particular items of work in

O. P. Form No. 5 if the following conditions are fulfilled.

- (a) The number of cases started under a particular item is large; and
- (b) the procedure to be adopted in the disposal of the case is uniform.

33. Each Head of the Department shall prescribe the Special Registers to be maintained in his Department and indicate the form and procedure to be followed for their maintenance.

Periodical Register.

34. This shall be maintained in O. P. Form No. 19 for all the reports and returns due to and from the Caseworker. The actual receipt and despatch of the periodicals with their dates shall be noted in this register. A compilation will normally be allotted one page in this register.

Case Register.

35. This shall be maintained separately for each compilation in O. P. Form No. 5. Since this register is to be kept for each compilation separately, the subject matter should be clearly stated to bring out the exact description of the case. Where references or cases are sent out in original mention shall be made in the remarks column of this Register of the date of despatch and of the office to which it is sent.

36. Case Registers shall be opened from the first of April of each year. The pending cases shall be brought forward to the corresponding registers.

37. Each case shall be identified by the Department by a serial number in the Case Register and the year in which the case has arisen.

Illustration :

38. GD/CR A-1/500/74-75 means that the case relates to General Department and bears the serial number 500 in the Case Register of 1974-75 maintained by caseworker No. 1 of Commissioner's Office.

39. A Single application or a petition may refer to several disconnected matters, the only connection among them being that these emanate from the same source. The correct course in such a case is to take relevant extracts from the application and start separate cases.

CHAPTER VI

Action on Receipts :

40. Soon after the papers are made over to him, the caseworker will enter them in the case Registers without any delay. He will scrutinise all papers one by one and sort them according to their priority rating. 'TO-DAY' and 'IMMEDIATE' receipts shall be taken up first and must be worked up the very same day and those marked 'URGENT' attended to within two days. No paper shall remain unattended to for more than five days.

41. The caseworker will arrange his files in five bundles viz. (1) Class pending disposal (2) Await files (3) Periodicals (4) Circular files and (5) Paper to go to Record Keeper. In each bundle, the individual files shall be arranged according to their serial numbers.

42. The Caseworker will check the enclosures and if any is found short or missing, he will bring the fact to the notice of the Manager and also suggest suitable action for obtaining the missing papers. A record of the varification should be made on the paper. The Caseworker should also verify whether all enclosures previously sent with the files have been returned intact or not and a record should be made and action taken to get them.

43. A receipt will be brought on to a current file if it relates to a subject on which a file already exists. If not it will be necessary to open a new file for initiating action on the receipt.

44. The next stage of action by the caseworker is to collect the material required for taking action on the receipt. This will ordinarily consist of (a) the relevant file on the subject if one exists and (b) other connected files or papers to which reference is made in the receipt. He will also point out the Law and Rules where they are to be found and other relevant facts. For this purpose he will consult the circular files and relevant Acts, Rules, Regulations etc.

45. The caseworker will then record his comments in the Note Sheet attached to the file on salient features of a proposal contained in the paper under reference. The purpose of recording a note is to facilitate the formulation of a decision or issue of orders on the proposal. A mechanical reproduction or repetition of the contents or an incoming receipt in the body of a note should be scrupulously avoided. The caseworker shall append his initials with the date on left hand of the Note Sheet below his note. The Manager shall sign his name in full with date on the right hand side of the Note Sheet immediately below the note written by the caseworker. The caseworker shall initial in red ink his notes, submitted by him later than 5 days from the date of receipt by him. This is intended to serve as a psychological check on delays by the caseworker. The Officer who records a note should append his signature with date, below the note towards the right hand side of the note-sheet. When the officers ask questions in the margin of the note, the reply to it shall be written in continuation of the note and not in the margin. The question shall be copied out afresh at the end of the note and the answer written below the copy or the letters 'A', 'B', 'C' etc. will be written boldly against each question and the answer marked with the corresponding letters.

46. All long notes should as far as possible be type-written. If there is much correction in the note, it should be re-written or typed.

47. The caseworker shall not note elaborately in the file except when it is necessary to do so in the special circumstances of the case. He shall be clear and precise in his statements and refer to the material facts, the legal issues involved, if any, and the specific points for decision. The case-workers and Managers may express their views and suggest the course of action. In cases where the course of action is obvious the caseworker shall put up a draft reply for approval.

48. For every statement made in the note which is net an expression of opinion, a reference or authority shall be quoted. The page number of the correspondence file or the paragraph number of the note file shall be sufficient as the reference. When a reference is made to a page or a paragraph of a linked files, the relevant page shall be flagged.

49. If any Higher Officer has made any remarks on a receipt, such remarks should first be copied out on the Note Sheet. Obliteration of notes by pasting over the notes should generally be avoided. If a note, once recorded, is sought to be further modified or changed, the straight method would be to score it out and record another notes.

50. In the case of a file referred by one Department to another for appropriate action, the later i.e., the Department being consulted should take extracts of the relevant portions of the file either on an existing or on a newly opened

departmental file. All notings on the subject will be recorded in the departmental file and only the final views or the conclusions of the Department will be endorsed on the file received from the Department making the reference.

51. Where it is necessary to consult other Department before a decision on a case can be taken, a formal reference may be made to the Department either by sending the file un-officially or by means of a self contained un-official note as may be found convenient. When it is necessary to consult more than one Department on a particular case, such consultation will ordinarily take place simultaneously by means of self contained unofficial note which should clearly set out the points for decision. The notes and replies received in response to the reference would have to be placed on correspondence portion of the file after they have been duly noted as Receipts in the Note-sheet.

52. When oral consultation takes place between the Officers of different Departments in the disposal of a case the result of such oral consultation shall be recorded in a single note on the file by the Officer of the Department to which the case belongs. The note shall state clearly the conclusions reached and the reasons therefore. A copy of the note shall be sent to the Department or Departments consulted in order that they have a record of the conclusions reached.

53. All verbal orders or instructions given by any Officers should be recorded on the note-sheet.

54. Notes written in one Department and sent to another shall be treated as confidential and shall not be referred to any authority outside the Corporation.

55. Inter Departmental references broadly fall under two categories, viz.

- (a) Cases where reference is merely for ascertaining factual information and
- (b) Cases in which the purpose of reference is to seek Concurrence or opinion of the Department referred to.

56. In cases falling under (a) the case-worker in the receiving Department may note the required information on the file itself. In cases falling under (b) it is often necessary that the points under reference should be examined in the Department. The general rule to be followed in all such cases is that any examination and noting should take place off the file and only the final result should be recorded on the file.

57. At the head of the first note will be written in red ink the 'Title' of the file. Below the Title, the current number, the officer from whom a communication is received and the number and date of such communication are entered in red ink. The note is written below this entry.

58. The note connected with any subject will run continuously from the inception of the file until final orders are passed. Paragraphes of each

note shall be numbered. When a case is disposed of, its disposal number and date shall be entered in red ink in square brackets.

59. Routine notes including notes asking for information or explanations, notes asking for papers, and notice relating to reminders should not be written in the main note file but treated as 'Routine Notes'. Before a case is submitted for orders all routine notes should be removed and placed at the bottom of the file scored out so that the Commissioner or the Heads of Departments may be saved unnecessary reading.

60. Flags with letters or numbers marked on them are used to indicate the particular papers to which references are made in a draft or note. Flags should be arranged in such a way as readily to catch the eye. They will be so arranged that one flag does not cover the other. When books are put up, the pages or the portion of the book should be marked with slip of paper and not flagged. The number of the relevant page, paragraph, clause etc., should be quoted in the draft or note. Every paper put up to which reference is actually made must be flagged and the letter or number of the flag should be noted in the margin against the paper quoted.

61. When it is necessary to refer in one file to a paper in another file, the two files will be linked *i.e.*, the file put up for reference will be put under the current file, and the strings or tape of the lower file, but not its flaps, will be tied

round the upper file. The strings or the tape of the upper file will be tied underneath it, so that there may not be trouble of tying and untying two sets of strings of tape. When a linked file is referred to in a case, the reference should invariably give the current number and Department of that file so that it could be easily be identified after it had been detached.

62. The cuttings from news papers and slips sent by Officers date, which are not of foolscap size or foolscap quarter size should be pasted on foolscap sheets of these sizes. But if such communications are written on both sides of the paper, so that they cannot be pasted to blank sheets, they shall be stitched to the blank sheets tightly so that both sides can be read easily.

63. Communications from non-official bodies and from respectable gentlemen on which it is likely to be delayed in issuing orders should be acknowledged immediately on receipt with intimation, if necessary, that action is being taken in the matter. If certain amount of delay in sending a final reply is inevitable, an interim reply should invariably be sent to the party concerned. Such interim reply or acknowledgement is particularly necessary in the case of all D.O. letters which cannot be attended to promptly.

Circular Files.

64. Each caseworker will maintain a circular file in respect of the work entrusted to him in which all orders, circulars, Official Memorandum

etc. of a general nature issued by Government, Commissioner or other Heads of Department will be chronologically arranged. The pages of the circular file will be numbered and an index prepared on a separate sheet attached to the cover page showing the page number pertaining to each of the circulars contained in the file. Circular files need not be opened every year. When a circular file becomes bulky a new file may be opened.

CHAPTER VII

Forms and Rules of Correspondance of Drafting.

65. Forms of correspondence - Written communications issuing from the Corporation Department shall be in one or the other of the following forms:—

- i. Letter
- ii. Proceedings
- iii. Official Memorandum
- iv. Circular
- v. Demi Official Letter
- vi. Un-official Note
- vii. Notification
- viii. Endorsement
- ix. Telegram and
- x. Express letter

Each one of the above forms has a use.

Letters.

66. i. 'Letter' form is used for all formal communications addressed to the Government Departments, a higher authority, a non-official of some status, a non-official association or Society of some standing. It is not to be used for correspondence between different Departments of the Corporation.

ii. A letter is composed of the following parts :

- (a) Letter head bearing the name of the Corporation Department, Office, Telephone No.
- (b) Number and date of communication
- (c) Designation of the sender
- (d) Designation of the addressee
- (e) Saluation
- (f) Subject
- (g) Main text of the letter
- (h) Signature and designation of the Sender

iii. Letters addressed to official authorities should begin with 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 should terminate with 'yours faithfully'. followed by the signature and designation of the person signing the letter.

iv. Ordinarily the letter to the Govt. is addressed to the Secretary to the Department concerned and generally letter to the Govt. are to be signed by the Commissioner or the Deputy Commissioner.

v. The subject wherever necessary should be indicated clearly in suitable words, which will be in the nature of an index to the contents, and reference to previous communication may also be cited after the subject, and before the main text of the letter.

Illustration :

Corporation of The City of
Bangalore

No.

Dated

From

.....
.....
.....

To

.....
.....
.....

Subject ;

Sir,

With reference to your letter No.....
dated....., I wish to state.....
.....

Yours faithfully,

Commissioner.

Nos.....

Copy forwarded for information and necessary
action to (i)

(ii)

.....
Commissioner,
Bangalore City Corporation,

Other alternative forms of the introductory
phrases commonly used are :

1. In reply to your letter No.....I am to state.....
2. In continuation of my letter No..... dated....., I wish to state.....
3. With reference to the correspondence resting with your/this office letter quoted above, I am to state.....
4. I wish to acknowledge the receipt of your letter No.....

Proceedings :

67. Decisions of Commissioner or Corporation or orders of general applicability on questions of policy or other important matters should be communicated, or issued in the form of 'Proceedings'. The form of proceedings shall be used in the following cases :-

- (i) Communications containing financial sanctions.
- (ii) Disciplinary proceedings involving imposition of a penalty on a Corporation Official.
- (iii) Orders or decisions of general applicability on important questions of policy.

The proceedings shall always be drafted in third person.

2. Proceedings generally consist of :-

- (a) Letter-head bearing the name of the Corporation and the Department.
- (b) Subject matter of the order.
- (c) Number and date of the order.
- (d) The text of order which will begin by referring to the letter or communication in response to which the order of Corporation is being issued. (where a good deal of correspondence has already taken place on the subject, it should be enough if the latest communication in the series is quoted).

The officer authorised to issue an order will sign below the body of the order indicating his name and full designation.

- (e) Endorsement to officers or persons to whom copies of the proceedings are to be sent specifically.

Illustration :-

**PROCEEDINGS OF THE CORPORATION OF
THE CITY OF BANGALORE**

Subject :- Delegation of powers to Officers of the Corporation.

Order No. B11. Pr. 4122/72-73 dated 11-1-1973.

In partial modification of earlier orders the Commissioner is please to delegate the following powers to the Deputy Engineers of the Corporation.

To sanction all building plans on site area upto 48 squares except Commercial and Industrial.

This delegation is subject to revision by the Commissioner at any stage of the Proceedings.

.....
Deputy Commissioner (ADMN.)
Corporation of the City of Bangalore.

To

The Corporation Engineer,
The Deputy Engineers
The Asst. Engineers.
The Heads of Departments
The Deputy Commissioners.

OFFICIAL MEMORANDUM

68. This form is used for correspondence between the Departments of the Corporation or other non-officials, non-official institutions, petitioners and applicants. This is written in the third person and bears no salutation or subscription except the signature and designation of the officer signing it. The designation of the addressee is indicated below the signature on the left side of the page.

Illustration :

**CORPORATION OF THE CITY OF
BANGALORE**

Office of the Commissioner,
Corporation Offices,
Bangalore.

No. PS/391/72-73/14/11/1972

OFFICIAL MEMORANDUM

Subject :—Building licenses - procedure during renewal.

In modification of the instructions already issued it has now been decided that in cases of renewal of building licenses it is not necessary to insist on the parties to produce new tracings for endorsement of renewal.

.....
Commissioner,

Corporation of Bangalore.

To

The Corporation Engineer.
The Deputy Commissioner.

CIRCULAR

69. The 'Circular' differs from the ordinary letter or memorandum in that it is addressed to several Departments or persons simultaneously. The 'Circular' form should be used whenever the substance of the communication does not warrant the formality of the proceedings form or the letter form.

Illustration :

**CORPORATION OF THE CITY OF
BANGALORE**

Office of the Commissioner,
Corporation of Bangalore,
Dated 24th July 1972.

No. A3. Pr. 218/72-73

CIRCULAR

Subject :— Opinion of Corporation Advocates on various matters.

It has been observed that the Heads of Departments in the habit of obtaining opinion of the Corporation Advocates direct without proper orders of the Commissioner.

The Heads of Departments will in future invariably obtain orders of the Commissioner on all cases where opinion of Corporation Advocate

is absolutely necessary. The Corporation Advocate will see that no opinion is given in any case unless ordered by the Commissioner.

.....
Commissioner,
Corporation of Bangalore.

To

Heads of All Departments.
Corporation Advocates.
Deputy Commissioners.
Circular file,

Demi Official Letter :

70. This form is used in correspondence between officers for an inter change or communication of opinion or information without the formality of the prescribed procedure and also when it is desired that a 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 in which action has been delayed and official reminders have failed to elicit a suitable reply. In certain cases communication addressed to non-officials may also be in the form of demi official letters.

A demi-official communication is addressed personally to an officer by name. It is written in the first person singular in a personal tone with the salutation 'My dear.....' or 'Dear.....' and terminating with 'Your sincerely'. It is signed by the officer without mentioning his designation.

Illustration :

CORPORATION OF THE CITY OF BANGALORE

Office of the Chief Accounts Officer
Corporation of Bangalore.

.....
Chief Accounts Officer.

D.O. No.....

Dear Sri.....

Will you please refer to your D. O. letter No..... dated..... regarding.....

I am sending herewith a copy of the draft rules relating to..... I shall be grateful if you kindly go through it and let me have your comments as soon as possible. It is proposed to convene an inter Departmental meeting early next month to finalise the rules.

Yours sincerely,
.....

Sri.....
.....

Un-official Note :

71. Un-official references can be made in two different ways namely:—

- (a) by sending the file itself to the Department with a note recorded thereon; or
- (b) by sending a self contained note or memorandum.

As a rule correspondence between the Commissioner and the Heads of Departments should be conducted for obtaining the views, comments etc., of other Departments on a proposal, obtaining clarification, etc., of the existing instructions, of requisitioning papers or information etc. On the un-official note. To ensure that the papers sent un-officially are not mislaid or are returned promptly, their transmission to and from any office shall be noted in the Personal Register. No salutation or complimentary closing words are used in this form. Use of formal letters for communication between one department and another is to be avoided.

Illustration :

**CORPORATION OF THE CITY OF
BANGALORE**

Office of the Administrative Officer,
Bangalore Corporation

Un-official Note.

According to para 12 of the Bangalore Corporation Manual all the Heads of Department are required to maintain a catalique of books of reference supplied to each Department and to keep the book under the custody of lock.

In order to enable this office to consider the question of rationalising the system of maintaining Departmental Libraries, all Heads of Departments are requested to indicate the action taken by them under para 121 of the Manual.

This may be treated as urgent information furnished before 1-4-1972.

.....
Administrative Officer,
Bangalore City Corporation

To

All Heads of Departments.

Notification :

72. 'Notifications' are used for publishing Rules and Orders passed under any Act, Rule or Bye-law issued for the information of the public subordinate offices.

Illustration :

**CORPORATION OF THE CITY OF
BANGALORE**

Office of the Commissioner,
Bangalore City Corporation.

No Dated.....

NOTIFICATION

In exercise of the powers conferred by section.....of the Bangalore City Corporation Act, 1947, the Commissioner, Bangalore City Corporation hereby orders.....

.....
 Commissioner,
 Bangalore City Corporation.

Endorsement :

73. 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.

Telegram :

74. A 'Telegram' should be used only on occasions of urgency and should be concise. Clarity should not be sacrificed for brevity. No telegram should be sent where an express letter can serve the purpose.

Express Letter :

75. An express letter should be worded like a telegram and should be given the same priority by the recipient. This form should as far as possible be made use of in place of Telegrams except in cases of utmost urgency.

Drafting :

76. (i) Except when the line of action on a case is obvious, a draft of the communication proposed to be sent out will be prepared after orders have been passed by the competent officer indicating the terms of the reply to be sent.

(ii) A draft should convey precisely the exact intention of the orders passed. The language used in the draft should be clear, concise and incapable of mis-construction. Communications of more than average length or complexity should generally conclude with a summary.

(iii) A draft will be prepared in the prescribed form and written or typed in half margin on both sides of the paper. Sufficient space should be left between successive lines as to admit interlineation of a word or a phrase, if necessary.

(iv) A slip bearing the words 'Draft of approval' should be attached, to the draft. If two or more drafts are put up on a file, the draft as well as the D.F.A. slips will be numbered 'DFA I,' 'DFA II,' 'DFA III,' and so on.

(v) The draft for approval put up on a file should be placed on top of the correspondence portion of the file and tagged, and reference invited to it in the notes.

(vi) The number and date of the Communication replied to or of the last 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, this should be done in the margin of the draft. The subject should be mentioned invariably in all communications including reminders.

(vii) A draft should show clearly the enclosures which are to accompany the fair copy. To draw the attention of the typist and the despatchers, a diagonal stroke should be made in the margin.

(viii) All drafts put up on a file should bear the number of the file.

(ix) The name, designation of the officer over whose signature the communication is to issue, should invariably be indicated on the draft for the guidance of the typist. The Officer concerned will initial on the draft in token of his approval.

(x) Where large number of corrections have been made in a draft a clean copy of the corrected draft may be made and added to the correspondence portion of the file.

(xi) In communications which are of the nature of authorisations of payment to be made, the amounts should be clearly expressed in words as well as in figures.

(xii) Abbreviations and contractions may be used in Office notes and drafts with a view to save time and stationery but they should not be used in the fair copies of letters, memo etc., sent to other offices and private persons.

(xiii) When an order is issued 'to draft' it is important that action should be taken urgently and draft should be put up to the officer the very day if it is a short one or the next day if is a long one. In the office of the Commissioner after obtaining the orders of Commissioner, draft reports to Government and letters to Heads of Departments may be approved by the Deputy Commissioner unless the Commissioner directs that the drafts should come to him or the Deputy Commissioner considers that the draft should go to the Commissioner for approval. All other drafts and memos will be approved by the Administrative Officer. However in respect of disciplinary proceedings involving appeal, drafts should be approved by the officer imposing the punishment.

For communications repetitive nature, approved standard skeleton forms should be drawn up and cyclostyled or printed. One or more such forms according to the requirements of the case may be submitted to the officer concerned with one or more fair copies for signature.

CHAPTER VIII

Fair copying, despatch and action thereafter :

77. The work of fair copying and despatching is done in the Issue Branch.

78. After a draft has been approved, the case-worker shall hand it over to the Issue Branch for typing. Ordinarily only the matter to be typed shall be handed over. While handling over the draft for typing, the case-worker shall make sure that all the instructions regarding the enclosures, accompaniments, the number of spare copies required and the mode of despatch (by registered or ordinary post) are noted on the draft itself. He will also note on the draft, whether it is 'Urgent' or 'Immediate' or 'Secret'.

79. The Head Typist or the Clerk who is incharge of the Issue Branch will enter in a register (O. P. Form No. 6) all the papers received by him in the order in which they have been received and mark on the draft the date and time of receipt.

80. The Head Typist will distribute the work among Typists (including himself) as evenly as possible. All Typists will maintain a register in O. P. Form No. 10. This register should be checked by the Head Typist every day and by the Manager of the Office once in a week. In Offices where there is no Head Typist, the typing work will be distributed by the Manager.

81. Drafts marked 'Immediate' or 'Urgent' will be taken up first for typing. Before a typist begins to copy a paper for issue, he shall verify that it bears the initials of the Officer who approved it. He should make copies of letters, memos etc., on the appropriate form where one has been prescribed. He should invariably type his initials with date at the left hand corner at the end of a fair copy. A margin should be left on the left hand side of the front page and on the right on the reverse. The name of the Officer who is to sign the fair copy should be typed in brackets above his designation. In demi official letters, however, the designation will not be given below the name. The number of enclosures should be typed at the bottom on the left side of the fair copy (Enclosures Nos) To ensure legibility not more than 8 copies should be taken out at any one time. When more than 16 copies are required a stencil should be cut.

82. The Case-worker should carefully compare the fair copies, verifying the addresses and other details with the approved draft and initial the fair copies in token of having compared them. He will then submit all the fair copies which are compared (along with the connected drafts) in signature pads to the officer concerned for signature. In the office of the Commissioner all fair copies of notes to Corporation, Standing Committees, letters to Heads Departments and others and appointment orders will be signed by the Deputy Commissioner (Administration) or Administrative Officer as 'For Commissioner'.

Fair copies of all memoes to subordinates and fair copies of endorsements to parties will be signed 'by order' by the Manager of the Commissioner's Office. Officers will give the signature pads the highest priority. On return of the pad, the case-worker should check whether all the fair copies have been signed by the Officer, whether enclosures have been correctly attached and that corrections, if any, made by the Officer while signing are carried out in all the copies. He will then pass on signed fair copies together with office copy to the Despatch Section after making necessary entries in his case register.

83. Despatch clerks are responsible for the prompt despatch of all papers that are received in the branch, As soon as the fair copies are received for despatch, they should check whether all the enclosures marked in the draft are attached and attested. The date of despatch should be filled in both the draft and the fair copy. The date of despatch should be stamped (with initials) on the draft or office copy. The despatcher shall maintain a Despatch Register in which all the papers sent by post, whether ordinary or registered, shall be entered. The Despatch Register shall be in O. P. Form No. 7. All papers received for Despatch should ordinarily be issued on the same day. Those marked 'Urgent' or 'Immediate' should be attended to first. In any case papers pending at the close of the day should be attended to on the following day. In the case of papers to be despatched by post, the covers must be properly addressed, weighed carefully and properly

stamped. When a communication or its enclosure is required to be sent by parcel or registered post, the fact of its being sent should be noted on the draft or office copy and the postal receipts should be attached to the office copy. The use of postage stamps should be entered in the Stamp Register in O.P. Form No. 9 daily and the balance struck at the end of the day. When there are several papers for issue to the same officer or office on the same day, they should be enclosed in one cover or envelope. Enclosures, such as maps, plans, files etc. which cannot be easily folded or enclosed with the communication should be sent separately with a slip indicating the concerned number and date of the communication to which they relate, the fact of its having been so sent should be noted in the original as well as in the office copy of the letter.

84. Communications of a confidential or secreta nature should be placed in double cover, the inner cover being sealed at both ends and marked confidential or secret as the case may be and the name of the addressee written on it, the outer cover bearing only the official designation of the addressee to whom it is intended.

85. As regards local delivery of communications, a local delivery book in O. P. Form No. 8 shall be maintained for each local officer. Urgent and immediate communications should be despatched as and when they are ready for despatch. Ordinary communications intended for various officers of the Corporation and of the Government

and for private individuals should be entered in the concerned registers with the name of peons through whom they are sent and should be so despatched as to ensure their prompt and correct delivery. The despatching clerk will examine the local delivery book daily or as soon as they are brought back by the peons and make sure that all communications sent by him have been delivered to the parties concerned and their receipt acknowledged by them.

86 Acknowledgement of papers or files sent by one clerk to another for further action either in the same or different office or Department or section should be obtained by the concerned clerks in separate books or registers

CHAPTER IX

Filing System :

87 (i) All current papers on a case in a Department shall be arranged in current files. Every file will consist of two parts viz., (a) 'Notes' and (b) 'correspondence' placed in a single jacket. 'Note' portion will be tagged on to the left hand side of the jacket and the 'Correspondence' portion to the right hand side of the jacket. Both 'Notes' and 'Correspondence' will be filed from bottom upward, chronologically so that on opening the file, the latest note and communication are on top left and top right respectively.

(ii) The 'Notes' portion of a file shall consist of all the noting done in the Department or in the other Departments. It will include the record of discussions and the opinions leading to a decision on a subject. All notes will be numbered consecutively. Each para within a note may be given a consecutive para numbers. The 'Correspondence' portion of a file shall contain all communications received from outside and all communications issued on the files including D O. Letters, letters, memos etc. Every communication whether receipt or issue will be given a serial number in red ink in the centre of the top of its first page

(iii) Every page in the 'Notes' portion of the file will be numbered consecutively from top to bottom. The page numbers will be given on note sheets at the top corner opposite the tag-end. All papers placed on the correspondence portion of the file will be assigned consecutive page numbers in red ink beginning from the first sheet at the bottom. Enclosures which have to be returned/forwarded to another authority shall be removed from the file at the time of issue and a slip as indicated below introduced in its place :

Pages..... to enclosed
to letter No..... Date.....
regarding removed and forwarded
to..... on.....
vide no.....

Date..... Signature

(iv) All papers shall be neatly punched at the left-hand top corner before it is tagged to correspondence or notes portion of the file and not pricked through. No pins should be used to join the papers and all pins should be removed. If enclosures to a communication received or issued consist of large mass of material, such papers should be placed in a separate cover called 'Appendix to Correspondence'.

(v) Notes should be written on note sheets provided for the purpose. If a note sheet is not readily available, a plain paper may be used but the note will be recorded well beyond a clear margin of one and a half inches.

(vi) When a file is referred to another Department should, before it starts noting, write across the note sheet immediately below the last note the name of that Department and the Section which records the note *e.g.*

ENGINEERING DEPARTMENT

DY. ENGINEER

Referencing and use of slips :

88. Referencing is the process of putting up and referring to connected records, precedents, rules, books or any other having a bearing on a case. Such papers will be flagged with alphabetical slips to facilitate their identification. The slip will be pinned neatly on the inside of the page. When a number of files or papers on the case are to be flagged, the slips should be spread

over the whole width of the file so that every slip is easily visible. The slip "P.U.D." (Paper Under Disposal) should be attached to the paper the disposal of which is the subject matter of the file. The latest communication which is to be considered in relation to the subject should be flagged "F.R." (Fresh Receipt). The draft put up for approval should be flagged "D.F.A." (Draft for approval). When it is desired to invite a reference to certain papers in the correspondence portion of the file, the corresponding page, number should invariably be quoted in the 'Notes' portion. Notes will be referred to by their numbers *e.g.* Note 1 para 4 etc. While referring to the Rules and Acts a description of the Rules and Acts etc. together with the number of the relevant paragraph or clause 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.

File Movement :

89. All movement of file will be entered in the case Registers of the Caseworker. Movement of papers for which no files are opened and which are therefore dealt with under General Receipt. Register number and movement of files and papers of other Departments/Sections which will go back to the originating Department/Section will be noted in the case Register as also in the General Receipt Register. All Personal Assistants/Stenographers attached to officers shall maintain a file Movement Register in O.P. Form No. 11.

After the files are seen by the Officer, the Personal Assistants/Stenographers shall send back the papers of files to the Department/Section from where they were received after making a note of it in the Movement Register kept by them. *eg.* A file submitted by the Statistician to the Commissioner after it is perused by the Commissioner may be sent back to the Statistician by the P.A. to the Commissioner instead of sending it to the Manager of the Commissioner's Office after making a note in the file Movement Register kept by him.

CHAPTER X

Indexing and Recording :

90. After final disposal all files shall be indexed and handed over to the Records Clerk.

91. (i) An index of the records of a Department provides a means of tracing previous papers on a particular subject. An index slip is composed of two parts, namely (a) Title and (b) File number. 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 as to 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' and (c) 'Content' in the following manner : -

The 'Head' must be a word or words that will naturally occur to any one who wants the paper. It must not be too wide. This will be followed by a 'Sub-head' which should be more indicative of the precise subject, of the file than the 'Head'. The 'Content' 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 good content.

Example of title :

Subject dealt with	Title prepared
Enquiry whether it is necessary to communicate adverse remarks in the confidential reports to persons concerned in certain circumstances.	CONFIDENTIAL REPORTS (Head) Adverse Remarks (Sub Head) - Circumstances in which communication necessary (Content).

(ii) The 'title' on an index slip will be followed by a reference to file number.

(iii) 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 not some times under 'Pay' and some times under 'Salary' or 'emoluments'.

(iv) Index slips will be prepared only at the time of recording files.

Recording :

92. (i) Recording is the process of closing a file after action on all the issues under consideration in the file has been completed. When a case worker is satisfied that no further action is required to be taken on a file, he will put it up to the Head of the Office for his approval for being recorded under one of the following classes :--

Class 'A' : This category will be allotted to a file in which important questions have been discussed or which contain orders establishing important precedents or general instructions or rulings of a permanent importance and which are likely to be required frequently for reference in future. This category will also include files containing valuable original documents which must be preserved for considerably long periods. These files have to be preserved indefinitely.

Class 'B' : This class will have to be preserved for thirty years.

Class 'C' : This class will have to be preserved for ten years.

Class 'D' : This class will have to be preserved for five years.

Class 'E' : This class will have to be preserved for one year.

(ii) Heads of Departments will prescribe the categories of cases which shall be assigned to the different classes namely— 'A', 'B', 'C', 'D', and 'E'.

93. After a file has been marked for record it should be arranged properly for recording by the Record Clerk. This would involve the following action :—

- (i) amendment or revision of the title of the file if found necessary.
- (ii) preparing a fresh file jacket with the revised title.
- (iii) noting on the file jacket in bold letter, the index title, the number of the case, the classification and the year of destruction and the total number of pages in the notes portion and the correspondence portion.

94. Files which are of a purely ephemeral nature will not be recorded but will be kept in the sections in bundle arranged 'month-wise' and destroyed as soon as they are one year old.

CHAPTER XI

Corporation Records.

95. The records of the Bangalore City Corporation are deposited in the Central Record Room of the Corporation. The Central Record is in charge of the Head Record Keeper who works under the control of the Administrative Officer and immediate supervision of the Manager of the Commissioner's Office. The Head Record Keeper is solely responsible for the custody, care and arrangement of the Records, Books, Registers, Forms etc., and for periodical destruction of the records.

96. The Case-worker shall send to the Central Record Room all disposed off files once a month. The Record Keeper shall enter all files received in a 'Record Register' to be maintained in O. P. Form No. 12. This Register shall be maintained for each year separately. The Register shall be kept in parts, each compilation being apportioned a few pages. He shall keep the recorded files in separate bundles, according to compilations and also according to the nature of classification given to the file. Files of different sections should be arranged in order of current numbers and kept in a separate bundles for each year. A number of files should be tied up between two boards in bundles in convenient bulk and size. The top board should indicate the

number of files contained in that bundle and the branch and the year to which they belong. A board showing the description and the branch and section to which the files belong should be fixed to the record rack.

97. At the time of destruction of files no detailed list will be prepared. The record register will serve the purpose. At the end of the register, a note should be kept that all the papers were destroyed on a particular date.

98. Any Case-worker requiring an old case file from the Record Room for reference shall fill in a 'Requisition Slip' in O. P. Form No. 13. On receipt of a Requisition Slip, the Record Keeper shall locate the required file and hand it over to the Case-worker concerned, after making entries in the Record Issue Register, which shall be in O. P. Form No 14. The requisition slip shall be kept in the place from where the file has been taken out and the same returned to the case-worker when the file is returned to the Record Room. Every quarter, the Record Keeper shall circulate a list of the recorded files pending with each case-worker for more than one month. The case-worker shall initial this list and either send the record back or indicate on the list as to why a particular file is still required. This list shall be placed before the Administrative Officer for his information.

99. The registers and returns of all sections should be sent to the Central Record Room when

they are no longer required for current use. These registers and returns should also be entered in the Record Register and preserved for the specified periods and arranged Department-wise.

100. The preservation of records is a very essential feature of the Central Records Section. They should be protected against deterioration and the following rules in this behalf should be observed: -

1. The Record Room should be cleaned every day and kept tidy and in good condition.
2. Smoking or naked lights should on no account be allowed in the record room.
3. Every morning all the doors and windows should be opened to admit light and air and all the doors and windows should be properly closed after office hours.
4. Disinfectants and insecticides, such as Nephthalene, D. D. T., Coal-tar, etc., should be frequently used on all shelves and racks where the record are kept to prevent infestation through insects, rats etc.
5. Records which become brittle and wornout through passage of time and which require to be preserved should be got reconditioned in time on scientific lines.

6. All the printed volums and manuscripts should be arranged neatly and methodically.
7. Strangers should not be allowed in the Record Room.
8. Office staff who come for records or reference books, registers, forms etc., should not be allowed to take them out themselves.

101. At the beginning of every calendar year (*i.e.* in January) Head Record Keeper should examine and weed out such of the records that have become time-barred and arrange for their destruction. The relevant records which are to be weeded out would be sorted out and kept in Departmental lots. The Managers of the Department concerned will be called upon to inspect such records in the Record Room and furnish his opinion as to whether they are required to be retained for a further period or could be destroyed. The Managers will record their opinion against each such file entered in the Record Register and attest by signing in full in ink.

102. A stock register of rules, bye-laws, reports, forms etc., which are meant for sale should be maintained in the Record Section.

103. Official records and papers to be destroyed should not be sold the public. Obsolute books, newspapers, journals and other publications may be sold by public auction.

104. The Manager of the Commissioner's office should frequently inspect the Central Records Room with a view to ensuring that the records are being taken proper care of that there is punctual restoration of papers, formation of bundles and that the rooms are kept neat and tidy. He should submit a quarterly report on the state of records etc., to the Administrative Officer and an annual report to the Commissioner in the month of February.

CHAPTER XII

Confidential Papers

105 (i) Confidential papers are two types viz.

(i) those that are not to be published or communicated outside the office and

(ii) those that are strictly secret, which will not go to office at all.

(ii) Both these types of papers should be opened by the Head of the Office himself and none else and he shall be the authority to decide whether they fall in category (i) or category (ii). If it is decided to treat them in category (i) they shall be included in the case to which they belong like any other paper. The papers falling within category (ii) will be dealt with by the Head of the Office himself like departmental examination papers, secret investigations etc. The Head

of the Office shall keep a separate box for confidential papers. He shall maintain a personal register for making entries pertaining to such confidential papers dealt with by him.

CHAPTER XIII

Petitions

106. Petitions are also communications. They emanate from aggrieved persons urging for considerations, or redress of their grievances, if any. Petitions, received from individuals or organisations, from officials or non-officials, by post or by personal delivery will be dealt with in the same manner.

107. All petitions which are duly stamped in accordance with law and also other petitions where there is no legal requirement to affix stamps should be acknowledged immediately on receipt. The acknowledgement should be in printed forms. Managers of Offices who receive such communications will be responsible for issuing the acknowledgements. However acknowledgements should not be granted in the following cases.—

- (i) Applications for appointments.
- (ii) Applications repeating a request already disposed of.
- (iii) Applications couched in improper, impolite, or scurrilous language.

- (iv) When only copies of communications addressed to other offices are received.
- (v) Reminder petitions, anonymous petitions and petitions which do not involve any specific request.

108. When a petition is received by a Department which does not deal with the subject matter, it should acknowledge receipt of the petition and mention in the acknowledgement that the paper has been transferred to the appropriate Officer concerned to whom all further correspondence on the subject should be addressed. The fact of having acknowledged the letter should be endorsed on the petition before it is transferred to the Department concerned.

109. When petitions are forwarded to Subordinate Officers for a report and the return of the petition is considered necessary a distinct indication to that effect should be made in the letter by the addition of the words "To be returned with the report by....."

110. Reasonable demands from private parties for any information should, as far as possible, be satisfied.

111. Representations by Corporation officials seeking for any relief must be sent in their own names and through proper channel. A superior officer who receives a representation from his subordinates should see to the prompt transmission of the papers to proper authorities with his

comments and with relevant records of any, in his position within the maximum limit of 15 days.

CHAPTER XIV

CHECK ON DELAYS

Weekly Arrears Statement :

112. Case-workers are personally responsible for delays in the disposal of their papers at all stages. Ordinary papers should normally be submitted within three days of their receipt. No paper shall be kept with them for more than five days without the permission of the head of the Office.

113. On the last working day of every calendar week i.e. on Saturday evening, each case-worker will prepare a weekly Arrears Statement in O. P. Form No. 15. The receipts clerk will initiate action by completing the heading and the first three columns of the form with the help of the receipt register and pass on the same to the Case-workers for completion of the other columns. Detailed information in respect of cases in hand of the Case-worker for over five days will be given in O. P. Form No. 16 which will form an Appendix to O. P. Form No. 15. Entries regarding communications received from Government will be made in red ink in the form

in order to pin-point attention of Officers to such references. The Case-worker will submit the completed form to the Section Head on the morning of the first working day of next Calendar week i.e. on Monday next or on Thursday, if Monday happens to be a holiday. This enables the Section Head to keep track of the papers pending with the Case-worker in respect of all the compilations he is dealing with, assist him in gauging the work load of each case-worker and helps him to initiate action on delayed references. He will submit the form to the Head of the office with his remarks on the same day. The Head of the Office will give his instructions on the form itself in regard to pending cases.

Monthly Arrears List of Cases :

114. During the first week of every month, the Case-worker shall prepare a monthly arrears list of cases pending disposal for over one month in O. P. Form No. 17. The list shall be prepared for each compilation. These list will be consolidated and the consolidated list put up to the Head of the Office by the 10th of the month who will ensure that timely reminders are sent in respect of cases pending outside the office. He will also make it a point to scrutinise the cases pending over three months and give instructions on the manner of their disposal.

115. In order to reduce the delay in disposal of cases in the Corporation, the Heads of Offices should devote one day every month to review and

discuss long pending files with the subordinate Officers and Officials. Where cases are held up for comments or views with Departments other than their own, they should contact their counter parts in the other Department, arrange personal discussions with a view to disposal or settlement of points at issue.

Call Book :

116. Cases which have reached a stage when no steps could be taken by way of expediting action for a long time (eg. cases held up before Law Courts, Acquisition cases etc.) may be excluded from the monthly statement of pending cases and their progress watched through a Call Book in O. P. Form No. 18 to be maintained by all Sections. These cases, should however, be shown separately in the break up of balance in the Monthly Statements of pending cases. Cases may be transferred to the call book only with the approval of the Head of the Office. The Heads of Sections will scrutinise the Call Book during the first week of every month to see that the cases which have become ripe for further action during the month are brought forward and action initiated on them on due dates. When a case becomes ripe for action or if action is re-started as a sequel to the receipt of a communication from the party concerned earlier than expected, the date of receipt of the communication from outside or the note recorded by the Officer or by the Office note leading to the re-opening of the case will be treated as the date of the commencement of the

re-opened case and further progress watched in the usual way.

117. The primary responsibility for the expeditious disposal of work and the timely submission of arrear lists etc., rests with the Heads of Sections. He should inspect the racks and the tables of the Case-workers every month and satisfy himself that no paper or file has been overlooked. It is the duty of Heads of Offices to check thoroughly the case registers maintained by the Case-workers at reasonable intervals and to take steps to see that no avoidable delay occurs in dealing with papers. He should see that the entries in the case registers are correctly and punctually made and should take immediate action on delayed and urgent cases by giving the case-worker all practical and possible help. The Heads of Offices and Sections should see that the disposed of files are returned by the Case-workers to the Record Section.

CHAPTER XV

Periodical Reports and Returns

118. Each Department should know the periodical due to and from that Department so that action may be taken for their receipt and despatch in due time. Each Head of the Department shall prescribe the periodical required for his Department *i.e.*, the number and nature of the periodicals and the forms in which these are to be submitted. A standing list of such periodicals is given in Appendix.....Whenever a decision on a

case involves the despatch or receipt of a report or return periodically every year, orders of the Commissioner should simultaneously be obtained for the inclusion of the item in the standing list of periodical reports and returns. To watch the punctual receipt of despatch of periodicals each subject clerk will maintain a periodical register in O. P. Form No. 19 for all the reports and returns due to and from him.

119. It is most important that the periodical reports and returns should be despatched punctually. The concerned case-workers should issue advance reminders to subordinates whenever necessary and take other steps to ensure that every return is sent punctually on the appointed date.

120. The punctual receipt of in-coming returns must be insisted on. If a return is not received on the due date a reminder must be issued on the same day.

121. In order to watch the timely despatch of periodicals, the Head of every Section should get a calendar of all returns to be sent in the next month prepared on the last working day of each month and keep it with him and should check it every day to see that the periodicals are despatched on the due dates.

CHAPTER XVI

Inspections :

122. The object of an Office inspection is—
 (i) to make a general assessment of the work done ;

(ii) to see whether the prescribed procedure and instructions are understood properly and followed intelligently ; and

(iii) to test the intrinsic soundness and utility of the procedures and systems and to get reliable data for devising improvements.

123. Three kinds of inspections shall be conducted regularly in all the offices of the Corporation :

(i) Monthly inspection by the Head of the Section ;

(ii) Annual inspection by the Head of the Office ; and

(iii) Surprise inspections by Heads of Departments.

124. The Head of the Section is required to conduct a detailed monthly inspection of the work of every case-worker under him. A model form of Questionnaire to be used for such monthly inspections is given in O.P. Form No. 20. The

Head of the office shall periodically inspect the different sections of his office and systematically review the monthly arrear lists. In addition he shall conduct an Annual Inspection of his office. This will be done between the months of October and December every year, so as to facilitate an assessment of the work load and performance of individual members of the staff. During inspection, he shall verify whether the points made at the time of monthly inspections by the Heads of Sections have been complied with. He will pay particular attention to papers pending for a long time and take action for their quick disposal. A model form of Questionnaire to be used for the Annual inspection is given in O. P. Form No. 21.

125. Apart from periodical inspections, the Heads of Officer and Heads of Departments should carry out from time to time surprise checks of a few Sections to ensure prompt and efficient disposal of the business in the Department and also to ensure that the registers, Statements, returns, etc. are properly maintained. Heads of Departments should conduct surprise checks of all the subordinate Officers during the year.

126. In order to avoid dislocation of work, a programme for annual inspections should be drawn up in advance every year after taking into account the periods of seasonal rush of work.

127. The inspecting officer will submit his report to his immediate superior and also endorse a copy to the Administrative Officer. The later

will examine the reports to see the kind of defects brought to light and where necessary devise suitable remedies to prevent the recurrence. The Administrative Officer will maintain a check register of inspections conducted in the Corporation Departments.

CHAPTER XVII

Stationery and Forms

128. The Head Record Keeper is in charge of the Stationery. At the beginning of each year, a requisition from all Officers of the Corporation regarding the annual requirement of stationery should be obtained and a consolidated indent of the articles, showing the stock on hand and the quantity required for the whole year should be prepared. At the beginning of February each year, arrangements should be made to obtain tenders from the leading Contractors or Merchants with samples of the articles required. Immediately after the rates are approved by the competent authority, orders should be placed with the approved contractors or merchants for the supply of articles. Proper stock registers should be maintained for the receipt and issue of the stationery articles.

129. Each Section should submit by the 15th of the month, an indent of the stationery required for the ensuing month. A similar indent for the

stationery required for the use of officers will be drawn up by the Personal Assistants attached to them. Stationery and Forms supplied to Sections should be kept under lock and key in the Sections under the control of Head of the Section and should be distributed as per his orders. Every official is responsible for the economical use of stationery and forms supplied to him. It is the responsibility of the Head of the Section to see that orders regarding economy in the use of stationery articles, forms and registers are followed implicitly by the Sections. Full sheets of paper should not be used for writing or typing brief and small drafts. Short and brief drafts should be fair copied on quarter sheets and all big notes and drafts and communications should be typed and fair copied on both sides of the paper.

CHAPTER XVIII

MISCELLANEOUS

Discipline and Attendance:

130. The prescribed office hours are from 10-30 A.M. to 5-30 P.M. on all working days. An attendance Registers in O. P. Form No. 22 shall kept by every Section in which the attendance of every Member working in the Section including Class IV Staff on duty in the Section will be recorded. Every member of the staff should attend Office punctually and mark his attendance

in the Attendance Register at 10-30 A.M. against his name. The Attendance Register shall be sent up to the Head of the Office for inspection at 10-35 A.M. sharp regularly on working days. Officials attending office after Attendance Register has been sent to the Head of the office, should personally see the Head of the Office and sign the register in his presence marking the time of their attendance. Thereafter the Head of the Office will check the Attendance Register at 10-45 A.M. every day after which time no one will be allowed to mark his attendance. The practice of the permitting officials to attend the office late or to leave it early has been discontinued. Half a day's casual leave effective up to or from 2 P.M. on any working day, may be granted instead. If no casual leave is at credit of the official, the official will forfeit a day's leave of any other kind at his credit and if no other kind of leave is at the credit of the Official, the period will be treated as Leave Without Allowances. The Heads of offices and Managers should direct the Class IV Staff working under them to attend office half an hour earlier than the prescribed office hours.

131. The Class IV staff should get the rooms of the Sections and of the Officers opened by the Watchman in their presence. Similarly in the evening they should leave office only after the rooms are locked by the Watchman.

132. The watchman should attend office before 5 P.M. daily and take charge of office

from the peons of the respective Departments. They will hand over charge of office to the peons next day at 10 A.M. During the time they are on duty they should not allow any one to enter office except the members of the office establishment who may come to attend to any urgent work.

133. No member of the staff should leave the office during office hours without the permission of the Head of the Section. Officials are allowed to avail themselves of an interval of three fourth of an hour between 1-30 P.M. and 2-15 P.M. daily for taking lunch or snacks. A Movement Register in O. P. Form No. 23 may be kept in all Sections wherein all the officials will record their movements when they are obliged to leave their seats during office hours on account of a call from their Superior Officers or for some urgent official work. This register shall be reviewed by the Head of the Section every day. The responsibility to see that the case-workers are always at their seats during office hours and attend to their work will lie with the Manager or Section Head.

134. Case-workers are prohibited from seeing outsiders in office rooms. When outsiders come to the officials for some information, they should politely be asked to see the Deputy Commissioners or the Administrative Officer so far as the Commissioner's Office is concerned and in the other Offices the public may meet the Head of the Office or any other officer authorised by him.

135. Any member of the staff may be required to work overtime when the business of the office demands it and the Manager or Section Heads are authorised to call their officials to work overtime on such occasions. Every official should keep his table and the place round him clean and arrange the papers or files on his table neatly and keep them in proper order. Stationery and records must be put away tidily in the Caseworker's almirahs and not left lying on the tables and on the tops of almirahs exposed to dust.

Divulging Information and Unauthorised use of Official Documents :

136. Corporation officials are precluded from divulging to outsiders, the press correspondents or Reporters any information whether expressly marked confidential or not that may come to their knowledge in their official capacity. Officials are strictly prohibited from taking official papers outside the offices on any account without the express permission of the Head of the office being obtained in each case. Heads of Offices and Departments may, however take such papers home for study on their own responsibility.

137. All Corporation officials shall take an oath of Allegiance to the Indian Union in the proforma *Vide* O. P. Form No. 24 and this shall be pasted in the Service Register of the official.

Evidence before Committee or any other Authority :

138. A Corporation official shall give evidence in connection with an enquiry conducted

by an authority appointed by the Commissioner of the Corporation, the Government of Karnataka, the Central Government or in any judicial enquiry. While giving such evidence no Corporation Official shall criticise the policy or any action of the Bangalore City Corporation, the Government of Karnataka, the Central Government or any other State Government.

139. If the official has to produce any documents, the summons itself will specify the documents required to be produced. On receipt of such summons, the officer having the custody of the paper will obtain orders of the Commissioner about the production of the documents :

Employment of near relatives of a Corporation servant in private undertaking enjoining Corporation patronage :

140. No Corporation Officer shall except with the previous sanction of the Commissioner permit his son, daughter or other dependent to accept employment in any private undertaking with which he has official dealings or in any other undertaking having official dealings with the Corporation.

141. No Corporation servant shall in the discharge of his official duties deal with any matter or give or sanction any contract to any undertaking or any other person if any member of his family is employed in that undertaking or under that person or if he or any members of his family is interested in such matter or contract

in any other manner and the Corporation servant shall refer every such matter or contract to his official superior and the matter or contract shall thereafter be disposed of according to the instruction of the authority to whom the reference is made.

Taking Part in Politics and Elections :

142. No Corporation servant shall be a member of or be otherwise associated with any political party or any organisation which takes part in politics or indulges in activities which are prejudicial to the interest of the sovereignty and integrity of India or public order or morality nor shall he take part in, subscribe in aid of, or assist in any other manner, any political movement or activity.

143. No Corporation servant shall canvas or otherwise interfere with or use his influence in connection with an election to any legislature or local authority.

Demonstrations and Strikes :

144. No Corporation servant shall (1) engage himself or participate in any demonstration which is prejudicial to the interest of the Sovereignty and integrity of India, the security of the State, friendly relations with Foreign States, public order, decency or morality or which involves contempt of court, defamation or incitement to an offence or (2) resort to, or in anyway instigate, incite or abet, any form of strike by any number of Corporation servants.

Connection with Press or Radio :

145. (i) No Corporation servant shall except with the previous sanction of the Corporation (i) own wholly or in part or conduct or participate in the editing or management of any news paper or other periodical publication (ii) publish a book himself or through a publisher or contribute an article to a book or a compilation of articles or (iii) participate in a radio broadcast or contribute an article or write letter to a news paper or periodical either in his own name or anonymously or pseudonymously or in the name of any other person.

(ii) Provided that no such sanction shall be required if such publication, contribution, broadcast or writing is of a purely literary, artistic or scientific character.

Criticism of Corporation or Government :

146. (i) No Corporation servant shall in any radio broadcast or in any document published in his own name or anonymously, pseudonymously or in the name of any other person in any Communication to the press or in any public utterance make any statement of fact or opinion.

(i) which has the effect of an adverse criticism of any current or recent policy or action of the Corporation, the Government of Karnataka, Central Government or any other State Government.

(ii) which is capable of embarrassing the relations between the Government of Karnataka and Central Government or Government of any other State; or

(iii) Which is capable of embarrassing relations between the Central Government and the Government of any Foreign States.

(ii) Provided nothing in this rule shall apply to any statements made or views expressed by a Corporation servant in his official capacity or in the due performance of the duties assigned to him.

Subscription :

147. No Corporation servant shall except with the previous sanction of the Commissioner ask for or accept contributions to or otherwise associate himself with the raising of any funds or other collections in cash or in kind in pursuance of any object whatsoever.

Gifts :

148. (i) No Corporation servant shall accept or permit any member of his family, or any person acting on his behalf to accept any gift which includes free transport, boarding, lodging or other service or any other pecuniary advantage when provided by any person other than a near relative or personal friend having no official dealings with the Corporation. (A casual meal, lift or other social hospitality shall not be deemed to be a gift).

(ii) On the occasions, such as wedding, anniversaries, funerals or religious functions, when the making of a gift is in conformity with the prevailing religious or social practice, a Corporation servant may accept gifts from his near relatives and personal friends having no official dealings with him but he shall make a report to the Corporation if the value of any such gift exceeds--

(i) Rs. 200/- in the case of Corporation Offices drawing basic pay of Rs. 300/- per month and above.

(ii) Rs. 100/- in the case of officials drawing basic pay of less than Rs. 300/- per month.

(iii) In any other case a Corporation servant shall not accept any gift without the sanction of the Corporation if the value of the gift exceeds Rs. 75/-.

Private trade or employment :

149. (i) No Corporation servant shall except with the previous sanction of the Corporation engage directly or indirectly in any trade or business or undertake any other employment provided that a Corporation servant may without such sanction, undertake honorary work of a social or charitable nature or occasional work of a literary, artistic or scientific character subject to the following conditions namely -

(i) He shall within a period of one month of his undertaking any such work, report to the Corporation giving full details;

(ii) His official duties do not thereby suffer; and

(iii) He shall discontinue any such work, if so directed by the Corporation.

(ii) Every Corporation servant shall report to the Corporation if any member of his family is engaged in a trade or business or owns or manages an Insurance Agency or Commission Agency.

(iii) No Corporation official shall without the previous sanction of the Corporation except in the discharge of his official duties, take part in the registration, promotion or management of any bank or other company which is required to be registered under the Companies Act or any other Law for the time being in force or any Co-operative Society for Commercial purposes.

(iv) Provided that a Corporation servant may take part in the Registration, promotion or management of Co-operative Society substantially for the benefit of Corporation Officials (registered or deemed to be registered under the Karnataka Co-operative Societies Act, 1959) or of a literary, scientific or charitable society.

(v) No Corporation servant shall accept any fee for any work done by him for any public

body or any private person without the general or special sanction of the Corporation.

Participations of a Medical Officer in a private Establishment:

150. No Medical Officer of the Corporation shall maintain or have financial interest in a private nursing home, hospital or similar establishment. Nor shall he habitually accommodate paying patients in his own residence for more than 24 hours. He may however, treat patients in a private nursing home provided that the home is not reserved for the admission of his own cases and allows the admission of patients of any other registered medical practitioners.

Proper use of amenities:

151. No Corporation servant shall misuse or carelessly use, amenities provided for him by the Corporation to facilitate the discharge of his public duties.

Use of Services without payment:

152. No Corporation servant shall without making proper and adequate payment avail himself any service or entertainment for which a hire or price or admission fee is charged.

Investment, lending and borrowing:

153. (i) No Corporation servant shall speculate in any stock, share or other investment.

(ii) No Corporation servant shall make or permit any member of his family or any person

acting on his behalf to make any investment which is likely to embarrass or influence him in the discharge of his official duties.

(iii) No Corporation servant shall save in the ordinary course of business, with a bank or a firm of standing duly authorised to conduct banking business either himself or through any member of his family or any other person acting on his behalf:—

(a) lend or borrow money as principal or agent, to or from any person within the local limits of his authority or with whom he is likely to have official dealings, or otherwise place himself under any pecuniary to such person or

(b) lend money to any person at interest or in a manner whereby return in money or in kind is charged or paid.

(iv) Provided that a Corporation servant may give to, or accept from, a relative or a personal friend, a purely temporary loan of a small amount free of interest, or operate a credit account with a bonafide tradesman or make an advance of pay to his private employee.

Insolvency and habitual indebtedness :

154. A Corporation servant shall so manage his private affairs as to avoid habitual indebtedness or insolvency. A Corporation servant against whom any legal proceedings is instituted

for the recovery of any debt due from him or for adjusting him as an insolvent shall forthwith report the full facts of the legal proceedings to the Corporation.

Vindication of Acts and Character of Corporation Servants :

155. No Corporation servant shall except with the previous sanction of the Corporation have recourse to any Court or to the press for the vindication of any official act which has been the subject matter of adverse criticism or an attack of a defamatory character. However there is no prohibition to vindicate his private character or any act done by him in his private capacity which fact may be reported to the Commissioner for information.

Canvassing of non-official or other influence :

156. No Corporation official shall bring or attempt to bring any political or other influence to bear upon any superior authority to further his interests in respect of matters pertaining to his service under Corporation.

Bigamous Marriage :

157. (i) No Corporation servant who has a wife living shall contract another marriage without first obtaining the permission of the Standing Committee notwithstanding that such subsequent marriage is permissible under the personal law for the time being applicable to him.

(ii) No female Corporation servant shall marry any person who has a wife living without first obtaining the permission of the Standing Committee.

Consumption of intoxicating Drinks and Drugs :

158. A Corporation servant shall—

- (a) strictly abide by any law relating to intoxicating drinks or drugs in force ;
- (b) take due care that the performance of his duties is not affected in any way by the influence of any intoxicating drink or drug ;
- (c) not appear in a public place in a state of intoxication.
- (d) not habitually use any intoxicating drink or drug to excess

Movable, Immovable and Valuable property :

159. (1) Every Corporation servant shall on his first appointment in the Corporation and thereafter at the interval of every twelve months, submit a return of his assets and liabilities and all members of his family in O. P. Form No. 28 giving the full particulars regarding -

(a) the immovable property inherited by him or any member of his family or owned or acquired by him or any member of his family or held by him or any member of his family on lease or mortgage, either in his own name or in

the name of any member of his family or in the name of any other persons ;

(b) shares, debentures and cash including bank deposits inherited by him or any member of his family or similarly owned, acquired or held by him or any member of his family ;

(c) other movable property inherited by him or any member of his family or similarly owned acquired or held by him or any member of his family ;

(d) debts or other liabilities incurred by him or any member of his family directly or indirectly.

Note : In all returns the value of items of movable property worth less than Rs. 1,000/- may be added and shown as a lumpsum. The value of articles of daily use such as cloths, utensils, crockery or books need not be included in such returns.

(2) No Corporation servant or any member of his family shall except with the previous knowledge of the Standing Committee acquire or dispose of any immovable property by lease, mortgage, purchase sale, gift or otherwise either in his own name or in the name of any member of his family.

Provided that the previous sanction of the Standing Committee shall be obtained by the Corporation servant if any such transaction is—

- (i) with a person having official dealings with the Corporation servant, or
- (ii) Otherwise than through a regular or reputed dealer.

(3) Every Corporation servant shall report to the Standing Committee every transaction concerning movable property owned or held by him or any member of his family either in his own name or in the name of a member of his family if the value of such property exceeds Rs. 1,000/- in the case of a Corporation servant drawing basic pay of Rs. 300/- per month and above or Rs. 500/- in the case of a Corporation servant drawing a basic pay below Rs. 300/- p.m.

Provided that the previous sanction of the Standing Committee shall be obtained if any such transaction is -

- (i) with a person having official dealings with the Corporation servant or
- (ii) otherwise than through a regular or reputed dealer.

Note : The expression 'moveable property' includes (a) Jewellery insurance policies, provident fund, shares, securities and debentures (b) loans advanced by such Corporation servants whether secured or not; (c) motor cars, motor cycles, horses or any other means of conveyance and (d) refrigerators, radios, radiograms, tape, recorders and transitors.

4. Every Corporation servant shall report to the Standing Committee every transactions concerning cash received by him or by any member of his family from sources other than the Corporation servant's salary and allowances, insurance or provident fund if such cash exceeds Rs. 1,000/- in the case of a Corporation servant drawing a basic salary of Rs. 300/- and above or Rs. 500/- p.m. in the case of Corporation servant drawing a basic pay below Rs. 300/- p.m.

5. The Standing Committee may at any time on general or special orders, require a Corporation servant to furnish within a period specified in the order, a full and complete statement of such movable or immovable property hold or acquired by him or any member of his family or on his behalf or by any member of his family as may be specified in the order. Such statement shall include the details of the means by which or the source from which such property was acquired.

Register of Books and Publications

160. A register of books and Publications in O. P. Form No. 26 and a library Issue Register in O. P. Form No 27 shall be maintained in the Central record Section.

161. The reference books and other publications supplied to a Department shall be preserve with care. A clerk in each department shall be nominated for that purpose and he shall maintain a list of books supplied to the Department. The

books shall be arranged in serial order and any book taken out for reference should be replaced in its proper place immediately after use. It is the duty of the clerk to see that all correction slips are pasted immediately they are received.

Gazette and Gazette Notifications

162. The General Department should circulate the Karnataka Gazette to the Departments which do not get it. Heads of Offices are personally responsible to see that notices, notifications and orders appearing in the gazette affecting their departments are perused by the Officers concerned and that typed copies of them are kept in stock files concerned if they are required for constant reference. Separate copies of them should be taken where action is called for and given to the caseworkers concerned.

Confidential Reports

163. (i) In respect of every Corporation servant an Annual Confidential Report shall be recorded assessing as correctly as possible his physical and moral suitability for his office and for promotion, his ability to apply intelligently the Law and Procedure prescribed to cases coming before him, his treatment of his subordinates and behaviour to his superiors and colleagues in other departments and his relations with the public.

(ii) The Confidential Report in respect of Heads of Offices and Departments shall be recorded

recorded in O.P. Form No. 29 and of all other officials in O.P. Form No. 30, covering the period of his service from the 1st January to 31st December every year and shall be forwarded by the 1st February following the year of report-

(iii) The report shall be written or typed by the Officer preparing the report. To facilitate identification, the name of the Officer recording the report shall be written in block letters below his signature and his designation also indicated.

(iv) The Confidential Report shall be recorded by the Head of the Office in respect of all officials and submitted to the concerned Heads of Departments where they will be preserved in safe custody after countersignature by the Heads of Department. A certificate of having received the Confidential reports of all officials working in the Department shall be sent by the Head of the Department to the Administrative Officer. The Confidential Reports of Heads of Offices shall be recorded by the Heads of Departments in duplicate and submitted to the Commissioner direct and a compliance report with regard to the same sent to the Administrative officer. After the Commissioner has seen the report and added his remarks one copy shall be retained by him and the duplicate returned to the Head of the Department for record. The Confidential Reports of the Heads of Departments shall be recorded by the Commissioner in duplicate and one copy shall be sent to the Standing Committee for information and the duplicate retained with the Commissioner.

(v) An officer preparing a Confidential Report shall record all relevant observations and opinions which he might have formed, which shall be a frank and full appraisal of the officer's merits and demerits giving as far as possible specific instances or reasons for the particular opinions he has expressed. The report shall be prepared with the greatest caution and no record or remarks shall be made lightly on the spur of the moment or based on prejudice.

(vi) Whenever an officer is transferred in the middle of a year, a report shall be prepared unless the transfer is within the first three months of the succeeding year, and forwarded to the officer under whose administrative control the officer is transferred, to be completed at the end of the year.

(vii) Confidential Reports in respect of lent officers of Government working in the Corporation shall be passed on by the Commissioner with his remarks if any, to the Head of the Department to which the lent officer belongs.

(viii) The penalty or censure imposed on an officer or orders regarding any other disciplinary action shall not be recorded in the Annual Confidential Reports but a copy of the letter or order imposing censure or other punishment shall be included in the officer's Confidential Report file. All adverse remarks whether through an ordinary or special report shall be communicated immediately in writing to the officer

concerned. While so communicating, a short summary of the good points observed by the reporting officer shall also be communicated but the name of the officer recording the remarks shall not be communicated to the officer reported upon.

(ix) When the officer has done outstanding work in the course of a year and earned appreciation, it shall be communicated to him.

(x) The responsibility of communication shall be—

(a) Commissioner in respect of Heads of Department;

(b) Heads of Departments in respect of Heads of officer; and

(c) Head of the Office in respect of others.

(xi) Every officer to whom adverse remarks are communicated may within six weeks from the date of receipt by him of such communication, submit his representation, if any to the officer who communicated the remarks. Decision on the representation received shall be taken expeditiously and communicated to the officer concerned and in any case within six weeks from the date of receipt thereof. A superior officer may at any time of his own accord, forward Special Report on an officer working under him should be consider that the conduct of an officer makes such action necessary.

(xii) A register in O. P. Form No. 31 shall be maintained by all Heads of Offices to watch the timely receipt of confidential reports and their final disposal by the prescribed dates.

Leave and Holidays :

164. Every absence without leave is an infringement of discipline which unless a satisfactory explanation is forthcoming, will be seriously dealt with.

165. Leave must be applied for and got sanctioned before it is availed of excepting casual leave necessitated by medical grounds.

166. Application for leave will be disposed of in accordance with Rules and subject to the exigencies of office work.

Casual Leave :

167. Every Section shall maintain in O. P. Form No. 25 an account of Casual leave taken by members of the staff. One page should be allotted to each official. When an official is transferred from one Department to another Department an extract from the register should be sent to the Department to which he is transferred along with his service register. Application for casual leave should be submitted to the sanctioning authority with a note as to the eligibility of leave and arrangement proposed for the discharge of the applicant's duties.

168. When an official goes on leave other than Casual leave, the relieving official must

verify all the papers handed over to him with the case registers and see that every paper shown in the register and pending is handed over to him, Office Keys, if any should also be handed over. A list of papers and other records handed over shall be prepared in duplicate, signed by both the relieving and relieved Officer, and a copy shall be kept by each by them. The relieved officer shall transmit to the relieving officer all instructions verbally given to him from time to time by the officers under whom he worked and any confidential papers given to him for custody.

169. The grant of every holiday is subject to the condition that arrangements will be made for the despatch of urgent business. A clerk and a peon will be posted for duty by turn. No Corporation servant shall leave the Head Quarters without obtaining permission of the Heads of Officers concerned. Any member before leaving Head Quarters shall give his new address in the office.

Personal Files of Officers :

170. The Administrative Officer should maintain in respect of each Head of the office a personal file which should contain the order of his appointment and a complete chronological service record of the Officer regarding his posting, promotions, grant of leave, deputation to foreign service, passing of Departmental Examinations etc. This will be in addition to and distinct from the Confidential Reports.

CORPORATION OF THE CITY OF BANGALORE

Register of Cheques, Cash, Valuables, Etc.,

Sl. No.	From whom Received	Reference	Amount	Initials of the Manager	Initials of the Receiving Officer

CORPORATION OF THE CITY OF BANGALORE

Register of Govt. Orders, Memoranda etc.,

General receipt register number	G O No. and Date	Enclosures to G.O.	To whom sent	Initials of the Receiving Clerk

CORPORATION OF THE CITY OF BANGALORE

Case Register

Sl.No.	Date of receipt by Case-worker	From whom received with number and date	Subject	Nature of disposal with date		Date of sending the file to Record Keeper	Remarks

CORPORATION OF THE CITY OF BANGALORE

Fair Copying Register

Sl.No.	Case Number	initials of the Typist with date	Number of pages typed	Date of return from the typist	Remarks

CORPORATION OF THE CITY OF BANGALORE

Despatch Register

Sl. No.	Case number of reference sent	To whom sent	Stamps used	How sent		Enclosures
				Registered post	Ordinary post	

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OF THE CITY OF
BANGALORE

Local Delivery Book

Sl. No.	Case Number	To whom sent	Name of peon	Signature of the receiver with date

O. P. FORM No. 13

Date.....

**CORPORATION OF THE CITY OF
BANGALORE**

Requisition Slip

Index title.....

Case Number.....

Required for the disposal of case number.....

Initials of the Case-worker.....

Date of requisition.....

Initials of the Manager of the Office.....

O. P. FORM No. 14

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CORPORATION OF THE CITY OF BANGALORE

Record Issue Register

Sl. No.	Date of receipt of requisition slip	Number and index title of the file	Date of issue	Signature of the caseworker	Date of return	Remarks

O.P. FORM No. 15

CORPORATION OF THE CITY OF BANGALORE

Weekly Arrears Statement

Name of Case-worker..... For Week ending.....

B/F From previous week	Received during the week	Total	Dealt with during the week	Balance at end of week		Total	Remarks
				Less than 5 days	More than 5 days		

Details of "More than 5 days" enclosed to this form.

CASEWORKER.

O P. FORM No. 16

CORPORATION OF THE CITY OF BANGALORE

Details of cases in hand for more than 5 days

Sl.No.	File No.	Date from which pending	Subject	Reasons for delay	Remarks

CORPORATION OF THE CITY OF BANGALORE

Monthly arrears list of cases for the month of.....

Compilation	B/F from previous month	Received during the month	Total	Number disposed of	Balance in Office	Balance outside office	Total

Pending for over One month.....

Pending for over Three months.....

Pending for over Six months.....

Pending for over One year.....

MANAGER,

Department

CORPORATION OF THE CITY OF BANGALORE

Call Book

Sl.No.	Case Number and year	Subject	Reason why no further action can be taken for over 3 months	Date on which action is to be restored.	Initials of the Head of Officer.	Date of revival

CORPORATION OF THE CITY OF BANGALORE

Periodical Register

Compilation

Year

Sl.No.	Name of the periodical with periodicity	Due date of Despatch	Actual date of Despatch	Due date of Receipt	Actual date of Receipt	Remarks

CORPORATION OF THE CITY OF BANGALORE.

Questionnaire for Monthly Inspection.

1. Name of the Compilation.
2. Date of Inspection.
3. Has the caseworker complied with instructions given in the previous inspection?
4. Has the caseworker arranged the papers according to the five bundle system?
5. Has the caseworker arranged the pending cases according to serial numbers assigned to them?
6. Is the caseworker disposing of the cases in the order of their serial numbers except in urgent cases?
7. Has the caseworker issued reminders in all the cases included in the bundle of await cases?
8. Have all outgoing periodicals relating to this compilation been despatched within the prescribed time limit? (Note the periodicals and delay if any).
9. Has the caseworker maintained the circular file separately for each compilation up-to-date and is it duly indexed?

10. Has the caseworker sent all the closed files to the Record Room in time?
11. Has the caseworker maintained the monthly arrear list of cases in O. P. Form No. 17 and weekly arrears statement of papers in O. P. Form No. 15
12. Inspection of files :

(a) Five files to be taken at random and inspected and the inspecting officer should note whether the caseworker has followed the five day rule in putting up papers ;

(b) A few difficult cases should be inspected and the Inspecting Officer should note the defects and record suggestions for improvement.

O. P. Form No. 21

CORPORATION OF THE CITY OF BANGALORE

Form of Annual Inspection.

PART I — FACTUAL

1. Name of the office.
2. Date of last inspection.
3. Date of present inspection.
4. Name of Head of Section.
5. Sanctioned strength of the Office, Actual and reasons for shortage.
6. List of Residential addresses of staff in the office.
7. No. of receipts receive in the office during the last 12 months and monthly average of receipts.

PART II — MANNER OF MAINTENANCE OF REGISTERS

8. Attendance Register :
 - (a) Is it being checked on all working days?
 - (b) Remarks about punctuality.
9. General Receipt Register :

Is it being maintained properly and full signatures of the caseworkers being obtained therein?

10. Case Registers :

Are these maintained for each compilation separately and properly?

11. Call Book :

Is it maintained and prompt action being taken on cases requiring revival?

12. Fair copying, Despatch and Stamp Registers.

(a) Are these being maintained properly?

(b) Is there any delay in fair copying and despatch?

(c) Is stamp account being maintained properly.

13. Subjects allotted to Section :

(a) Is the list of subjects maintained by Section up-to-date?

(b) Is the distribution of work among the caseworkers even and fair?

14. Weekly arrear Statement :

(a) Are these being prepared by the caseworkers and checked by the Heads of Sections?

(b) Are reasons for delay given in the case of over 5 days receipts?

(c) Was the number of receipts in hand with any caseworker unduly heavy last week end?

(d) Any suggestions by Inspecting officer to improve the state of affairs.

15. Monthly arrear list of cases :

(a) Are the statements brought up-to-date and submitted regularly?

(b) Are these checked regularly by the Head of the Section and submitted to the Head of the Office

(c) What is the position regarding pending cases at the end of the preceding month?

Please give details below:—

(i) No of cases pending disposal between 1 and 3 months	At the time of last inspection	Present position
.....

(ii) No. of cases pending disposal between 3 and 6 months
---	-------	-------

(iii) No. of cases pending disposal between 6 and 12 months
---	-------	-------

(iv) Over one year
--------------------	-------	-------

- (v) Do you recommend any steps to expedite disposal?

16. Periodical returns :

- (a) Is the periodical register maintained?
 (b) Are the periodicals being sent in time.
 (c) Reasons for delay, if any.

17. Recording and Indexing :

What is the present position regarding recording and indexing?

Please obtain the following details:

- (i) No. of files recorded and indexed during the last 12 months.
 (ii) No. of files sent to Central Records.
 (iii) No. of closed files pending final recording and indexing.
 (iv) Whether classification of records made properly.

18. Circular Files :

- (a) Are Circular files being maintained for each compilation by the Caseworkers?
 (b) Are these chronologically arranged and indexed?

19. Call Book :

- (a) Is there a Call book in the Section.

- (b) Are there any cases kept in the Call book which should not appropriately be in it.

20. Reference Books, Rules and Regulations :

- (a) Is the section furnished with all rules, regulations and books required for its proper functioning?
 (b) Are the Rules/Regulations etc. maintained duly corrected up-to-date?

PART III - QUALITY CONTROL

21. Rotation of work :

- (a) Are dealing caseworkers rotated to different items of work or employed on the same work year after year.
 (b) Any caseworker doing the same work for more than 3 years.

22. Disposal by Head of the Section :

- (a) Types of receipts, if any, dealt with by the Head of Section, himself.
 (b) Other items of work, if any, which can be more usefully be dealt with by the Head of the Section himself.

23. Case Study :

Make a study of two cases and give your comments on following :

- (1) Are acknowledgements or interm replies sent where necessary.
- (2) Comment on quality of noting.
- (3) Comment on filing system, numbering of pages in the note sheet and correspondence file.

PART IV - SUMMING UP

24. Brief re-capitulations of defects or short commings noticed and any other suggestions which the Inspecting Officer may have to make for improvement.
 - (1)
 - (2)
 - (3)
25. A general assessment of the performance of Section.

Date.....

Signature of the Inspecting
Officer.

O.P. FORM No. 22

CORPORATION OF THE CITY OF BANGALORE

Attendance Roll for the month of.....197

No.	Name	Casual Leave at Credit	Attendance					Casual leave availed of	Balance of Casual leave at credit	Remarks
			1	2	3	4	5			
								30 31		

CORPORATION OF THE CITY OF BANGALORE

Movement Register

Name of the Official	Reason for leaving the Section	Time of leaving	Time of return	Signature of the Official	Date.....	Initials of the Manager

CORPORATION OF THE CITY OF
BANGALORE

Oath of Allegiance

"I do swear/solomly affirm that I will be faithful and bear true allegiance to India and to the Constitution of India as by Law established, that I will uphold the sovereignty and intergity of India and that I will carryout the duties of my office loyally, honestly and with impartiality. Sohelp me God".

Bangalore.

Signature

Dated :

Designation

" BEFORE ME "

Signature

Designation.

CORPORATION OF THE CITY OF BANGALORE

Register of Casual Leave

Name of the Official.....

Month	Casual Leave			Initials of the Head of the Office
	To Credit	Availed of	Balance	
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

CORPORATION OF THE CITY OF BANGALORE

Register of Books and Publications

Sl.No.	Name of the Book or Publication	Name of the Author	Name of the Publisher	Year of Edition	Price	Remarks