**LEARNING UNIT FOR**

**OFFICE PROCEDURE**

**(Including Record Management, Dak, Receipts, File Numbering/Filing, File Movement and Checks on Delays)**

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| **DAY** | | **TOPIC** | | **Name of Faculty** |
| **DAY-1 (13.02.23)** | | | | |
| **Session**  **I & II**  **(10.00 AM to 12.45 PM)** | | **Introduction to the Subject & terminology of Office Procedure** | | **Sh. Arun Gaur** |
| * Transaction of Business Rules * Allocation of Business Rules * Central Registry, Central Receipt and Issue Section * Classified Dak, Noting & Correspondence, Dealing Hand, Diarist, Docketing, PUC, FR, Indexing, Draft, Minutes ,Messenger Book, Call Book, Standing Note, Guard File etc | |
| **Role, Functions & Responsibilities of Government Servants at Different Levels** | |
| * Role as Custodian of records * General Role and Designation Specific Role * Supervisory Role * A Good Administrator * Other Office Duties | |
| **Session**  **III & IV**  **(01.45 PM to 04.30 PM)** | | **Forms of Communication used in Government**  *Different Forms :*   * Letter, Demi Official Letter * Office Memo * Inter –departmental Note * Telegram * Fax * Office Order * Order * Notification * Resolution * Press note * Endorsement * Circular * Advertisement * E mail * Replies to Parliament/ Assembly Questions/ Assurances   *Correspondence:*   * With MLAs * With MPs * With Ministries * With State Governments * With U.T Administration * With CAT on Pending cases * With Lok Sabha & Rajya Sabha Secretariats * With Foreign Governments | | **Sh. Manish Kumar Sharma** |
| **DAY-2 (14.02.23)** | | | | |
| **Session- I**  **(10.00 AM to 11.15 PM)**  **Session- II**  **(11.30 AM to 12.45 PM)** | **Maintenance of Personal Records – Files (P/F) and Service Books ( S/B)** | | | **Sh. Rajesh Bhatia**  **Sh. Rajesh Bhatia** |
| * Entries to be made in S/B * Certificates to be recorded in S/B * Documents to be placed in S/B * Inspection of S/B by Government Servants * Attestation of Entries * Service Verification Entries * Entries of Foreign Service and Previous Service counted for Pension’ * Leave Account etc * Guidelines for maintenance of P/F * List of Papers to be placed on P/F etc | | |
| **Noting & Drafting** | | |
| * General instructions on Noting * Noting on Inter-Departmental References * Noting under Single File System * Functional Approach to Noting * General instructions regarding drafting * Drafting of DOs and other references | | |
| **Session**  **III & IV**  **(01.45 PM to 04.30 PM)** | **Management of Record** | | | **Sh. Neel Kamal** |
| * What Constitutes Record * Why to retain Record * Principles of Sound management of Record * Activities involved in record management * Classification of record and indexing * Security grading and classification * Confidential character of Notes & Files * Retrieval System * Record Retention Schedule * Custody of records * Review and weeding out of old records * Preparation of Record Retention Schedule- Department Specific * Public Record Management Act 1991 | | |
| **DAY-3 (15.02.23)** | | | | |
| **Session**  **I & II**  **(10.00 AM to 12.45 PM)** | **Checks On Delays – Managing Time** | | **Sh. K.S. Kumar** | |
| * Time limits (w.r.t. Time bound delivery of services) * Handling of public/staff grievances/grievances appearing in newspapers/RTI matters (PGC & Police Complaint Authority, CGGRM - on line grievances) * Handling of urgent and time bound matters * Handling of VIP references * Handling special references * Handling Parliament / Assembly-Questions/Assurances * Handling Audit Paras * Handling Court matters * Weekly/ Monthly arrear statements * Handling time bound vigilance cases etc. | |
| **Session**  **III & IV**  **(1.45 PM to 4.30 PM)** | **Dak & Receipts** | | **Sh. K.B. Rai** | |
| **DAK**   * Receipt of Dak * Acknowledgement of Dak * Registration of Dak * Distribution of Dak * Stamp Account Register   **RECEIPTS**   * Diarising * Sorting * Marking * Distribution | |
|  | | **Filing / File Numbering System & File Movement** |
| Broad classification of files -   * Routine files, * Important files * Urgent files * Confidential files   Other classification of files-   * Administrative files * Account files * Misc. files * Subject files * Policy files   Filing System:   * Based on Subject Classification * Functional Filing System (can be omitted as it is not in vogue in Delhi Govt) * Indexing of Files * File Register * Transfer, Reconstruction & Renumbering of Files   File Movement :   * File Register * File Movement Register * File Tracking System / File & Letter Monitoring System * Single File System |
| **Feedback, Course Closeout & Valediction** |