**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
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| **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
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| **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
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| **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
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| **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.
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| **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
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| **Feedback, Course Closeout & Valediction** |