

CHAPTER VI

Routine Procedure.

I-REFERENCING

Duties of Record Keepers

69. (1) *Referencing fresh receipts.*—All fresh receipts should after from officers, be sent through the Assistant concerned and the diarist to the branch record-keepers to put up papers and to complete their referencing.

(2) *Papers to be put up.* The reference clerk should, in addition to paging the receipt in pencil, and attaching a P.U.C. flag, carefully read through the letter and its enclosures (if any), and with the help of the diary, indexes and note-books, trace and put up any connected records, precedents, policy papers and rules which are relevant to the question under discussion, or are likely to be required for the disposal of the case. Where no clue is given in the letter to any previous correspondence, or the reference clerk experiences difficulty in completing the file, the Assistant concerned must guide and direct the reference clerk as to the nature of the precedents or papers needed for its disposal. When special difficulties arise in tracing papers, assistance of the Superintendent Records may be applied for under paragraph 47. Reference put up should be restricted to those actually required in dealing with the case.

(3) When a single reference is quoted in a fresh receipt, and that reference is in a file put up with another case, a copy of the required paper should be made and the fresh receipt submitted with it to avoid delay. No Assistant should return a case to the Record keeper to keep pending until the connected references are available without the specific orders of the Superintendent. In urgent cases, the Superintendent should take orders of the Secretary/Under Secretary and he should do the same in ordinary cases if the references needed do not become available within, say, a week of receipt of the communication. Such cases should always be shown in the arrear lists, and it should be noted whether the case is pending under the orders of an officer.

(4) *Flags and quotation of references.*—Any paper to which specific reference is made in the receipt, or its enclosures, or to which it is desired to draw attention in connection with any passage, or proposal, should be marked with a single slip (called a 'flag'). Reference to such papers shall be made by citing the flag and the page number of the notes or correspondence marked by it (e.g. 'A/2corr.' or '7-12 notes', meaning page 2 of the correspondence in the file collection of papers marked 'A', etc). Such references shall be made in pencil and on the margin of the paper under consideration or enclosure or note, and shall, on no account, be used on one file or collection of papers and care should be taken to see that there are not two flags of the same lettering on a case. Ordinarily, officers use flags 'P' to 'Z', inclusive and the office the rest.

70. *Letters received not to be written on.*—Beyond the quotation of references

no notes should be written in ink on letters under submission to an Under Secretary, Deputy Secretary or Secretary.

71. *Books in officers' libraries not to be put up with case.*—Books etc. copies of which are in the libraries of officers should not be put up with cases. In other cases extracts from especially bulky books may be added to and kept with the case.

72. *Opening of fresh files and separation of subjects.*—Each file should so far as possible be confined to a single subject and new files should be freely opened. When a letter relates to a subject dealt within two or more existing files, copies of the letter, or extracts from it, should be separately registered and submitted with each file.

73. *Flying cover.*—All un-recorded papers which are to be put with a fresh receipt, should be arranged in chronological order, paged and placed in a 'Flying Cover'.

74. *Use of spare printed copies.*—Where a paper which has been printed is required for information or reference, a printed copy, and not the original, should, in the absence of orders to the contrary, be submitted and when a *listed printed file* is not available immediately, the relevant collection copies of proceedings should be put up instead to prevent delay.

75. *Report of inability to trace a specific reference.*—When a reference clerk is unable to trace a quoted reference either in the indices or in the branch diaries, he should at once report the matter through the Assistant concerned to the Branch Superintendent/Section Officer/Head of the Branch, who should seek personal assistance of the Superintendent Records. In all such cases the cause of the difficulty in tracing the reference should be noted so that any fault in the system can be remedied as soon as possible.

Every case concerning the non-receipt of a communication from the Government of India or another State or any other Office under the Haryana Government addressed to an officer in the Civil Secretariat, must be reported to the Under Secretary before the issue of letter asking for a duplicate copy.

All other likely branches should be consulted before a report is made that no papers exist on the subject under disposal.

76. *Labelling of precedents and rules.*—When precedents, rules or analogous cases are put up, each group of papers should be kept in a bundle by itself and labelled 'Precedents', 'Rules', etc

77. *Small fold papers to be flattened out.*—Papers which have not yet come into the flat system of record should be opened out by the Reference Clerk before they are put up.

78. *Referencing of a printed file.*—The reference clerk in referencing a printed file should be careful that wherever a reference to a previous letter or communication is given, the page at which that letter will be found is noted against it on the margin. Forward references should also be noted i.e. when an answer to a Government letter is received, the letter should be referenced to the answer, e.g. 'Reply at page 105'.

79. *Note-Books.*—Record Keepers should maintain note-books and enter in them all rulings, orders and precedents. They should also keep a note of files

ordered for notice in annual reports. This note-book is independent of note-book required to be maintained in Branch vide para 11 (10).

80. *Period allowed for referencing fresh receipts.*—(i) Ordinarily, fresh receipts should be put up with papers within twenty-four hours after receipt in the record room. No receipt may be kept with any reference clerk for ever three days. If the papers cannot be completed within this period, the record-keeper, should bring the matter personally to the notice of the Superintendent/Section Officer/Head of the branch and obtain his instructions. If the Superintendent/Section Officer/Head of the Branch is unable to determine that the case can be submitted with complete references within a week from the date of receipt of the letter, he should refer the case to the administrative officer of the branch with an explanation of the reasons of delay. Calls for information should be dealt with in the same manner.

(ii) The responsibility for seeing that no delay occurs in the submission of fresh receipts and files sent to the Record Branch rests on Superintendents/Section Officers/Heads of the Branches and Assistants. They should maintain a personal diary so as to keep a track of important references received in their Branches and keep their Under Secretaries, Deputy Secretaries and Secretaries informed of the progress made on immediate and important references in their respective Branches from time to time. In order that no important reference is missed, the Superintendent/Section Officer and Heads of Branches should arrange that if any such reference is received in their Branches during their absence on leave or otherwise, the same should be brought to their notice immediately on their return.

(iii) When the required previous papers are in the Issue Branch, the Superintendent/Section Officer/Head of the Branch or Assistant should decide whether the letter under issue should be withdrawn with a view to the suspension of the orders already passed. If he is in any doubt the orders of the officer concerned should be taken.

81. *Withdrawal of papers from the recorders.*—When papers on which orders have issued but which have not been recorded are urgently required, they may be withdrawn from the Recorder. The Assistant withdrawing them will be responsible to see that the proper entry is made in the diary and that they are returned to the Recorder immediately when no longer required.

82. *Withdrawal of papers in cases with the Governor etc.*—(1) When papers needed in one case are put up in another case, the officer requiring them will decide whether to wait for a period not exceeding 15 days, or to refer at once to the officer with whom the papers are.

(2) Where the papers required are in a case with the Governor, a Minister, or a Secretary, a reference made for the purpose mentioned above by an Under Secretary should be submitted to the Secretary under whom the Under Secretary is working. The Secretary to whom the reference is submitted will, in his discretion either obtain the papers or record an order that the file in which the papers are needed is to be kept pending for a period not exceeding a month, and then re-submitted.

(3) On receipt of such a reference, when the papers required are not with the Governor, or a Minister, the officer with whom the papers are, will send them to the officer asking for them, unless he expects to be able to dispose of the case concerned within ten days in which case he shall note that the papers will be

shortly available, and shall send them to the officer making the requisition within ten days. In cases of manifest urgency the papers required should be sent at once to the officer asking for them.

83. (1) *Reminder cases.*—Reminder cases are those in which action is awaited from outside office in which, if such action is not taken by a certain date, a reminder will issue.

(2) *Responsibility for submission of reminder cases.*—Reminder cases in un-official references shall be kept by the branch diarist and all others by the Record Department. On each date upon which reminders are due, the diarist or the record clerk, as the case may be, should submit the case to the Superintendent/Section Officer/Head of the Branch or Assistant with a reminder for issue, if a reply has not so far been received.

(3) *Date for issue of reminders.*—The date on which a reminder should issue will be fixed by the Superintendent/Section Officer/Head of the Branch or Assistant dealing with the case. Ordinarily, a reminder should issue a month after the date of issue of the communication. When officers addressed have to consult Local Bodies or their subordinates, the first reminder should not issue before six weeks. Subsequent reminders should issue once a fortnight. This procedure does not apply in cases of Urgent and Immediate nature where a reminder should issue much earlier, depending on the urgency of the case.

(4) In cases of undue delay in answering a reference or letter, a routine reminder shall not be issued but the special attention of the Secretary concerned should be drawn to the case with a view, to a demi official reminder being sent to the officer concerned.

(5) *Reminders to the Government of India and other State Governments etc.*—Order of an officer should always be taken before a reminder is issued to the Government of India, or to other State Governments, or to a high official not serving under the Haryana Government. In such cases a reminder in the form of a letter should be issued and the fair copy should be signed by the Secretary, Deputy Secretary, Under Secretary.

(6) *Cases in which reminders are unnecessary.*—No reminder should issue in any case not initiated by Government, unless, in the course of correspondence, a question has arisen in the answer in which Government is interested.

(7) *Arrear list of reminder cases.*—With a view to ensuring that reminder cases are not being lost sight of but are receiving adequate attention. Lists of such cases pending over three months should be prepared by the Branch Diarists and the Record Department once a month, in the form below, and submitted with any comments which Superintendents/Section Officers/Heads of the Branches may have to make to the Deputy Secretary, Under Secretary concerned for scrutiny and orders so as to reach him by the 7th of each month.

Diary No.	Number and date of reference to be replied to and from whom received	Subject	Action	No. of reminders issues and reasons for delay	Remarks

(8) *Reminder register.*—A register in the form below should be maintained by the *Record Department* in which all cases to which replies are awaited should be entered.

REMINDER REGISTER

Sr. No.	Branch No.	Subject	To whom	No. and date of letter	Reference
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84. The Superintendent of Records should, during his inspections of the records of branches, examine the pending cases and pending and reminder registers and satisfy himself that the instructions contained in this paragraph are being carefully complied with by record-keeper.

II.—NOTING ON CASES

85. *Completed cases to be noted on.*—When a case has been completed by the reference clerk, it is submitted to the Superintendent/Section Officer/Head of the Branch or Assistant concerned for the purpose of noting before submission. When the action to be taken is obvious, or the suggestion to be made very simple, the person noting should put up a draft letter or endorsement, merely noting that he has done so.

So far as possible, a case should be dealt with at all stages by the same Assistant, who is acquainted with the details.

86. *Incomplete cases may be submitted without notes.*—The Superintendent/Section Officer/Head of a branch may bring up or submit an incomplete case for orders at any stage with or without notes if the office have insufficient information or precedents to enable the case to be dealt with fully in the first instance, or, for any other reason, are doubtful about the nature of the notes or preparation which will be required. The adoption of this course is better than the delaying of cases to which the office cannot contribute anything useful.

The practice submitting 'cut motions' moved by Members of the Haryana Legislature with a note that 'the cut motion is vague', 'there are no papers' or 'office has nothing to suggest' should be discounted, as such notes merely entail a waste of time and paper.

87. *Form and nature of notes.*—The note commences with a heading in red ink as below :—

"From Secretary to Financial Commissioners. No. _____
dated the _____"

Below the heading (except in the case of demi-official correspondence), a very brief precis, not exceeding six lines, of the subject of the paper under consideration, should be entered, with a reference to previous correspondence, where such exists. Below this precis a line should be drawn, and the note commenced.

Note.—Nothing on 'Fresh Receipt' forms is prohibited. The fact that a fresh receipt has been seen should be stated in the office note as 'Seen by——' as a fresh receipt' immediately after the red ink entry; any pertinent note written on the 'Fresh Receipts' form, by an officer being also copied on in continuation and the 'Fresh Receipt' form placed at the bottom of the case.

88. (i) *Object of the Note.*—The object of a note is to indicate to the officer dealing with the case the portions of its past history which he must know in order to dispose of it, to point out the various issues involved in the papers under consideration, the arguments for and against each issue, and to suggest the action necessary. Any open point, however insignificant, should be mentioned and if it is considered unnecessary to discuss it, this should be merely noted, as it is better to mention it than to pass it over in silence.

(ii) *Notes to be brief.*—Office notes should be as short as possible and should be legibly written in ink, or typed, on note sheets. It shall always be assumed that the paper under consideration will be read by the officer to whom it is submitted. Consequently the writing of an abstract of the paper or papers under consideration is absolutely prohibited. The only exception to this prohibition is where it is necessary to abstract the gist of a number of letters, e.g. in the case of replies to a circular or of opinions on draft Bills, etc. a precis of the contents of a single paper should be made only when it is of great length and complexity, and no such precis, nor precis of the contents or history of a file shall be prepared without the orders of an officer. In some cases, the perusal of the papers under consideration will be sufficient and in that case portions of the correspondence which should be read should merely be indicated.

Notes should always be continuous subject to the annual limit imposed on a file, i.e., the notes dealing with correspondence on one subject will be continuously recorded from January to December in one file.

(iii) *Language of notes.*—All notes should be temporarily written and should be free from personal remarks. If apparent errors in the note of a Minister have to be pointed out, or if the opinions which he has expressed have to be criticised, special care must be taken to ensure that the observations are couched in respectful language.

(iv) *Numbering of paragraphs.*—A note is most conveniently written in paragraphs, which must invariably be numbered. The numbering of paragraphs on the noting, side of a file should be continuous in a single series which should be maintained in all the notes. In other words the first paragraph of any note on a file should be given the numbers following the number of the last paragraph of the preceding page and so on throughout the file. Each paragraph containing a suggestion should deal with a definite point and should be so written that order can be passed, one way or other, on the margin. When there are many such paragraphs, it is often useful to collect and summarise the suggestions in a final paragraph, which should, if possible be written in such a form that it can immediately be transformed into a draft. The ideal note is one which will go straight into a draft.

(v) *Referencing of notes.*—Every statement in a note, other than that of the note-writer's opinion, should be supported by a reference made either to the file number, branch and year (this is the briefer and preferable course), or to the number (and, in 'A' cases of the page) of proceedings in which it is found. These