

**URGENT**  
**TOP PRIORITY**

**GOVERNMENT OF N.C.T. OF DELHI**  
**DIRECTORATE OF AUDIT**  
(Administration Branch)

04<sup>th</sup> Level, 'C'-Wing,  
Delhi Sachivalaya,  
New Delhi.

No. F.9(4)/DOA/Estt./2014/dcaaudit/ 7399-7402

Dated: 12.12.2014

**Sub.: Compliance of the provisions of Central Secretariat Manual of Office Procedure**

Please find enclosed herewith the copy of the letter No. 15508-15667 dated 08.12.2014 received from the Special Secretary (AR) on the subject cited above for information and strict compliance accordingly. The Action-Taken Report in this regard with special emphasis on points No. 1, 2, 4 & 9, must reach to the undersigned by **23<sup>rd</sup> December, 2014** positively for perusal of the Competent Authority.

This issues with the prior approval of the Competent Authority.

**Encl: As above.**

  
**(KULGEET SINGH)**  
**DY. CONTROLLER OF ACCOUNTS/H.O.O.**  
**TEL. NO. 23392281**

Copy to: -

1. PA to COA(A) for information please.
2. Sr. AO(Audit)/AO(Audit)/AO(LFA)/AO(Admn.)/AO(Accounts)
- ✓ 3. AAO(Audit)/Nodal Officer (Website).
4. Guard file.

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**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**ADMINISTRATIVE REFORMS DEPARTMENT**  
7<sup>th</sup> Level, C-Wing, Delhi Secretariat, New Delhi - 110002  
(email : [arupdate@nic.in](mailto:arupdate@nic.in))

No.F.15/10/2014/AR/Vol. II/15508-15667

Dated : 08/12/14

**OFFICE MEMORANDUM**

**Subject : Compliance of the provisions of Central Secretariat Manual of Office Procedure**

O&M inspections carried out by this department reveals that most of the departments/offices of Govt. of NCT of Delhi are not following the provisions laid down in the Central Secretariat Manual of Office Procedure. In this regard, attention of all the departments of Govt. of N.C.T. of Delhi is invited towards some of the guidelines regarding record management laid down in the Manual of Office Procedure :


1. **Maintenance of various registers** : All the departments should maintain various registers viz. Section Diary (Para 17), Despatch (Para 86), Assistant Diary (Para 23), File Movement (Para 100), Register for spare copies of publications (Para 113) and Register of Parliamentary assurances (Para 132). The inspection of the diary register should be done by concerned Branch Incharges periodically.  
Call book (Para 125), reminder diary, suspense diary, reference folder (Para 35), standing notes (Para 35), precedent books (para 110) should be maintained for future reference, guidance and proper monitoring.
2. **Check on Delays** : Weekly and monthly arrear statements (Para 123), check list for incoming and outgoing periodical report (Para 126) and a separate register for regular watch on the disposal of communication received from MPs (Para 127) should be maintained to check on delays.
3. **Proper Filing System** : For implementation of proper filing system in the department, the department should adhere to the following :
  - a. Telephone number of signatory on communication sent to be indicated (Para 69(12))
  - b. Referencing (Para 43), docketing of file (Para 28) and Paragraph number of note portion and page number on correspondence side should be done.
  - c. Proper flagging, tagging should be done in the files
  - d. Use of urgency grading
4. **Weeding out of old and unwanted records** : Old and unwanted record should be weeded out (Para 113) time to time as per Record Retention Schedule issued by Deptt. of Administrative Reforms & Public Grievances, GFR, CPWD Manual etc. to get more space in the office.

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5. **Guard files** : As per the guidelines at Para 35, Guard files for each different subject should be opened separately such as Meeting Notice folder, Minutes of the Meeting, Office Orders, Notifications and Order regarding Financial Rules etc.
6. **File Index Register** : File Index Register should be opened separately for each calendar year having proper Headwise Indexing and Page Numbering.
7. **Staff Movement Register** : Staff movement register should be maintained in respect of the staff who performs their duties outside the office premises.
8. **Inventory** : An upto date inventory of rules, regulations, codes and manuals etc. should be maintained.
9. The dealing hand should prepare a list of files kept in Almirahs/Racks under his charge. A copy of the list of files should be provided to the concerned Branch Incharge and a copy of the same may also be pasted inside the Almirahs.

It is accordingly suggested that all the officers should ensure that the staff working under their control should follow the above provisions meticulously and utilizes the above for effective processing of cases and decision making and record keeping.

**The copy of the Manual of Office Procedure as well as Record Retention Schedule can be downloaded from the official website of Department of Administrative Reforms and Public Grievances, Government of India i.e. <http://www.darpg.nic.in> for ready reference.**

  
05/12/2014  
[V.C. Pandey, IAS]  
Special Secretary  
Telephone No. : 23392143

No.F.15/10/2014/AR/Vol. II/15508-15667

Dated : 08/12/14

To,

1. All Principal Secretaries/Secretaries/HODs, Govt. of NCT of Delhi.
2. All the Heads of Local Bodies/Autonomous Bodies/Undertakings of Govt. of NCT of Delhi.
3. Staff Officer to Chief Secretary, Delhi.

  
05/12/2014  
[V.C. Pandey, IAS]  
Special Secretary  
Telephone No. : 23392143