

Manual of Office Procedure

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KERALA POLICE

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CHAPTER I OFFICE ORGANISATION

1. Offices in the Police Department.

(a) *Chief Office*. The Inspector-General of Police is the Head of the Police Department, and his office will be known departmentally as the Chief Office. The administration and supervision of the Chief Office will be under the immediate charge of the Assistant Inspector-General.

(b) *Range Offices*. For purposes of administrative convenience and effective supervision the Districts of the State are formed into two 'Ranges', Northern and Southern, each in charge of a Deputy Inspector-General. The Criminal Investigation Department constituting of the Crime Branch and the Special Branch and the Railway Police form a separate Range known as "C. I. D. and Railways". The Deputy Inspector-General, Southern Range is also Deputy Inspector-General, Railways and C. I. D.

(c) *District Police Offices*. Superintendents of Police are in charge of Police Districts, and their Offices are known as District Police Offices. The Offices of the Superintendent of Police of other Units such as the Crime Branch, Special Branch and Armed Police, and of the Principal, Police Training College, and Commandants Malabar Special Police and Special Armed Police Battalion, also occupy the position of District Police Offices.

2. Application of this Manual.

(1) The procedure prescribed in this Manual are primarily for the use in Offices of and above the level of District Police Offices. Special instructions are given in Chapter XVI for the guidance of officers at lower levels.

(2) A copy of this Manual will be supplied to every member of the office establishment in the Police Officers at the District level and above.

3. Internal organisation in an office.

An office will be divided into sections according to the strength of the office establishment and the nature of different subjects handled by the office. Each section so formed will be assigned a distinguishing letter or letters. Sections will ordinarily have more than one clerk, and definite items of work will be assigned to each clerk. Every clerk will be allotted a serial number affixed to the section letter (Eg: "D2" will stand for clerk No. 2 in D. Section.) The work in a section will be supervised as follows:—

(1) In the Chief Office—by a Superintendent, and in exceptional cases by a senior suitable Upper Division Clerk.

(2) In other offices—by the Manager/Superintendent, Accountant or in exceptional cases by a senior and suitable Upper Division Clerk.

Notes:— (i) The clerk entrusted with supervisory work may also be allotted specific items of work.

(ii) In offices where Head Accountants or Accountants are posted, they will supervise the work relating to accounts, audit and stores.

4. Distribution List of Subjects to Sections and Clerks.

The Head of the Office shall distribute work to sections, and draw up a detailed allocation list of subjects to each individual clerk, within the limits of such general orders as may be issued from time to time by higher authority.

CHAPTER II DEFINITIONS

5. The following are the definitions of some of the words and expressions used in this Manual:—

(a) "*Arising Reference*". Any reference issued from the Office which originates the file.

(b) "*Case*". Consists of the current file, note file and any previous papers and books put up for reference.

(c) "*Chief Office*". The Office of the Inspector General of Police will be known as Chief Office. It will not include Special Branch, Crime Branch (including Criminal Intelligence Bureau, Finger Print Bureau etc.) which form part of the Office of the Deputy Inspector General, Railways and C. I. D.

(d) "*Chief Ministerial Officer*". Manager, Superintendent or other Chief Ministerial Officer in a particular Office.

(e) "*Current*". A communication received in one Office from outside or from another Office, or an arising reference which has been stamped and assigned a serial number for distribution to the section concerned is, until disposal, known as a "Current" and the number itself is called a "Current Number" or "C. No.".

(f) "*Current File*". A Current File consists, at the outset of the official paper or papers under disposal to which are subsequently added the office copies of the intermediate official references and the replies to such references, the whole being arranged chronologically.

(g) "*Demi-Official Correspondence*". Correspondence is called "Demi-Official" when Government officers correspond with each other or with any member of the public, on administrative or official matters, without the formality of official procedure and with a view to the interchange or communication or opinion or information which it

may be considered undesirable to place on official record, or when it is desired that a matter should receive the personal attention of the individual addressed.

(h) "*Disposal*" is a statement of the final decision by competent authority in the office on any matter submitted for information or orders.

(i) "*Drafting*" is the preparation of any communication on a current which it is proposed to be issued from the Office.

(j) "*Enclosure*". A communication or a statement or a plan, sketch, or other document which is attached to or accompanies another communication to supplement or elucidate the point, intention or orders conveyed in the letter is called an Enclosure to it.

(k) "*Flagging*" is the process of attaching to the top of papers put up for reference in a case, slips printed with letters of the alphabet, or Arabic or Roman numerals.

(l) "*Head of Office*". The Officer having full administrative and supervisory control over an Office is the Head of Office. The Officers mentioned in Col. (1) will be the Heads of the Offices noted against them in Col. (2).

(1)	(2)
(i) Assistant Inspector General of Police.	Chief Office (subject to the control of the Inspector General of Police).
(ii) Deputy Inspector General of Police.	Office of the Deputy Inspector General.
(iii) Superintendent of Police.	Office of the Superintendent of Police.
(iv) Commandant, M. S. P. Battalion.	Office of the Commandant, M. S. P. Battalion.
(v) Commandant, S. A. P. Battalion.	Office of the Commandant, S. A. P. Battalion.
(vi) Principal, Police Training College.	Police Training College.

(m) "*Issue*" is the term used to denote the process of copying or printing and despatching communications intended for any person or authority.

(n) "*Note*". A note is written by a Clerk or Superintendent to facilitate the disposal of a case. It may contain a precis of previous papers, a statement of the facts reported and proposals made in the current file, the arguments for and against any measure proposed, and suggestions as to the action to be taken.

(o) "*Note File*" consists of the notes, with unofficial references and replies thereto, including demi-official and telephonic messages. Minutes and endorsements made in Offices subordinate to the District Office level will also ordinarily form part of a Note File.

(p) "*Official Correspondence*". Correspondence is called 'Official' when one Government Officer, as such, addresses or is addressed by another Government Officer or by any public body or private individual, in writing, in accordance with certain fixed rules as to form matter and procedure and with the intention that such correspondence may be the public record regarding the question discussed.

(q) "*Referencing*" is the process of putting up in a case previous correspondence, laws, rules, reports, etc., required for its disposal, flagging them and indicating their presence by references in the margin at the portion of the current file or the note file in which they are mentioned or quoted.

(r) "*Registry*". A paper is said to be 'registered' when it is given a 'current number' and entered with an abstract in the Personal Register.

(s) "*Section*". A minor division in Office consisting of more than one Clerk.

(t) "*Section Head*". Superintendent or other ministerial hand given the charge of a Section, a minor division in an Office consisting of more than one Clerk.

(u) "*Tappal*". All communications received in the Office which are official, unofficial or demi-official are, until registry, known as 'Tappal'.

(v) "*Unofficial Correspondence*". When it is proposed to obtain on the note file of a case the concurrence, opinion or remarks of another Office or Officer so that such concurrence, opinion or remarks may not form part of the official proceedings, the mode of referring a paper or a case and obtaining a reply is called 'Unofficial Correspondence'.

CHAPTER III TAPPALS

6. Receipt of Tappal.

(1) Tappals delivered either by post or by messenger or otherwise shall be received by the Manager, or in his absence by a Clerk detailed for that duty by the Manager.

(2) The Office key of the tappal bag (when one is used) will be kept by the Manager.

(3) Registered and insured articles will be acknowledged by the Officers to whom they are addressed or by the Manager where the latter has been authorised to receive them on behalf of such Officers.

7. Opening of Tappal.

(1) Tappal marked Confidential, Top Secret, or Secret or addressed by name shall be sent unopened immediately to the Officer concerned.

(2) In the Chief Office, tappals received from the Government will be sent unopened to the Assistant Inspector General.

(3) When unopened covers are sent to an Officer's bungalow or Camp, the Tappal Clerk shall affix the Office date stamp on each cover and prepare (in duplicate) a list showing the number of covers so sent. The number of registered and insured covers shall be shown separately. One copy of this list will be sent along with the cover, and it will be returned with acknowledgment by the recipient. The Tappal Clerk despatching such covers shall satisfy himself that the copy of the acknowledgment list is received and filed, along with the duplicate of the copy retained by him.

(4) A "Register of unopened Tappals sent to Officers shall be maintained by the Tappal Clerk in Form I, Appendix A. Details of covers received by the Manager or Tappal Clerk and delivered unopened to Officers in Office, shall be recorded and acknowledged in this register. The despatch and return of the lists mentioned in the foregoing paragraph shall also be recorded in this register.

(5) Covers addressed by name to the Inspector General of Police from Government may when specifically authorised by the Inspector General, be opened by the Assistant Inspector General, when the Inspector General is away on Camp, to avoid delay in taking action. After taking any action that may be called for urgently, the papers will be put up to the Inspector General of Police. References from Government requiring the Inspector General's immediate perusal should be sent to the Inspector General. References requiring Inspector General's attention and on which immediate action has to be taken will be submitted to the Inspector General with a note as soon as they are received. In cases in which there is not sufficient time to obtain the Inspector General's approval, before a reply is sent, the reference will be put up for the Inspector General's perusal after despatch of the reply.

(6) In the Office of a Superintendent of Police all covers addressed by name to the Head of the Office, and those coming from Superior Officers will be opened by the Head of the Office when he is in Headquarters, or when the tappals sent to him can reach him within 24 hours. When this is not possible, the Head of the Office may authorise the Personal Assistant or in his absence the Office Superintendent to open such covers and take further action in accordance with the general principles outlined in the foregoing paragraph.

(7) Tappals opened by the Officers as above, except those which are to be registered and dealt with by them personally, shall be sent down to the Manager, who shall arrange for their prompt registration and necessary further action. The Manager shall take note of special directions, if any, issued on the papers by the Officers.

(8) All Tappals which are not required under these orders to be opened by a higher authority shall be opened by the Manager.

(9) The Tappal Clerk will stamp all tappals received with the Office date stamp, and sort them out according to the Sections which should deal with them. An up-to-date list showing the subjects allotted to each Section will be kept by the Tappal Clerk for reference. Any doubt regarding the Section in which a particular paper should be dealt with will be settled by the Manager, whose decision will be final, unless revised subsequently by higher authority.

(10) The Officer opening the Tappal, and the Manager through whom such tappals pass for distribution to the Sections, shall bear in mind specially the instructions in paragraph 103 A (Filing of papers in preference to other forms of disposal) and clearly mark "F" on papers which may be "Filed" under the rules. Papers which are to be indexed in addition to being filed will be marked also 'I'. Where copies are to be communicated to Subordinate Officers, a direction to that effect will also be endorsed. This will obviate unnecessary registration of such references in the Personal Register.

8. Numbering and distribution

(1) All tappals except those specified below will be numbered with an automatic numbering machine, or, if there is no such machine by hand.

(a) Post copies of communications sent by telephone, telegrams and radio;

(b) Reminders from Subordinate Offices;

(c) Government Gazettes, and other printed pamphlets and publications which have no security importance.

NOTES:— (i) The receipt of Government Gazettes, Police Gazettes and other printed literature periodically due to the Office will be registered by the Record Keeper in a rough register. Receipts of each publication will be registered in separate pages, showing its number and date of publication. Delays or defaults in receipts will be reported to the Manager for necessary action.

(ii) Receipt of non-periodical printed books and pamphlets will be entered in another rough register as they are received, and their disposal will be noted by the Record Keeper.

(2) Arising references shall also be first sent to the Manager to be stamped, numbered and distributed.

(3) The same number shall be imprinted or written twice once on the paper concerned, and once in Column (1) of the Tappal Distribution Register of the Section concerned.

(4) The Tappal Distribution Register shall be maintained in Form II, Appendix A. There shall be a separate Register for each Section if the number of receipts in an Office is too large to permit their prompt distribution to Sections through a single Distribution Register.

(5) There shall be one series of numbers for all Sections starting with 1 and continuing consecutively up to the last number reached at the close of the year. When the papers relating to one Section have been numbered, say from

1110 to 1125, the papers of the next Section will be numbered from 1126 onwards. If the last receipt on a day was numbered 1135, the first receipt on the next day will be numbered 1136.

(6) After numbering all papers in this manner, the Manager will forward the tappal relating to each Section, along with the Distribution Register containing the same numbers duplicated in it in Column 2, and entries regarding enclosures if any in Col. 3, to the Section Head with the least possible delay. The papers for each Section will be sent in a labelled pad.

(7) As soon as the Section Head receives the Tappals and the Distribution Register he will go through the Tappals and make a note in column 4 of the register, against the serial number of the paper entered in column 2, of the particular clerk who is to deal with it. This will be done by specifying the Section letter and the clerk's serial number (A1, A2 etc.). The Section Head, while going through the Tappals, will take necessary action as prescribed in paragraph 103 A (Filing of papers in reference to other forms of disposal) in respect of papers which have already been marked "F" or "F.1." with or without instructions to communicate copies to Subordinate Officers. He will also mark for the orders of the Manager any paper which he considers may be similarly filed under the rules. Such papers will be put up to the Manager by the subject Clerk, without registering them in his "Personal Register".

(8) Each clerk will then be given the papers marked for him by the Section Head on his acknowledgment in column 5 of the register.

(9) The Section Head, after verifying that all the papers have been taken and duly acknowledged by the clerks, will initial the Distribution Register below the last number, and return the Register and the pad to the Manager. He will also return to the Manager papers if any wrongly sorted to his selection, making a note to that effect in column 4, against the serial number of the paper given in column 2.

(10) Papers including notes directing examination of any point and other "arising references" which are sent to the Section direct by any Officer, should also first go to the Manager for the usual formalities of affixing the office date stamp, assigning serial numbers, making entries in the Distribution Register, etc. It is the responsibility of the Manager, Section Heads and Section Clerks to see that any omission in this regard is rectified at once.

(11) The Section Heads shall ensure that the papers issued to clerks on acknowledgment in the Distribution Register are entered in their Personal Registers as required under chapter IV. In token of having done this the Section Head shall attest as follows below the last number in the Distribution Register periodically, and in no case less frequently than once a week:--

"Verified that the above numbers, have been entered in the Personal Registers."

(Sd.)

Section Head.

(12) Tappals together with the Distribution Register should be sent to the sections before 3 p.m. Tappals with priority markings (urgent and above) should be sent to the section as and when received, after affixing the office date stamp, and giving it a number in the Distribution Register of the section concerned.

(13) It is of utmost importance that the Distribution Register and pad should be returned by each section to the Manager without any delay after taking the tappals, so that there may be no delay in registering and distributing further tappals received by the latter.

(14) The Distribution Register, will be submitted to the Head of Office on the 10th of every month, along with the monthly statement of cases pending disposal for over a month (ref: paragraph 127(2)(d)).

9. Arrangements on holidays.

(1) The Keys of the postal tappal bag (when one is in use) and of the letter box (see (3) below) will be entrusted to the turn duty clerk by the Manager on holidays.

(2) The Distribution Registers of all Sections should be kept for the turn duty clerk on holidays so that urgent references requiring immediate attention on holidays may be given a number in the Distribution Register of the section concerned, and action taken the same day, if necessary.

(3) There will be an office letter box in every office for depositing tappals received out of office hours. This box should be strong and must have a suitable perforation for depositing tappals, and arrangements for opening it by Lock and Key. The box will be permanently fixed to a suitable wall or other firm background. It should be so located as to be in the view of a sentry or night duty watcher. The Key of this box will be in the custody of the Manager.

(4) Tappals brought out of office hours, except telegrams, radio messages and communications of an emergent nature, will be received by the duty constable or peon and the number and source of the covers will be entered in a register. The tappals will then be deposited in the letter box. The Tappal Clerk will open the letter box, and check its contents with the entries in the Register. Discrepancies if any will be reported immediately to the Manager for further action as necessary.

10. Papers relating to more than one section.

When a current relates to more than one topic and consequently to more than one section, it should be taken by the section which is concerned with the first point mentioned in the communication. That section should register it and if the points are sufficiently important, give extracts to the other concerned sections for taking separate action. General currents which relate to all sections should be taken by the section specified for dealing with such papers.

11. Treatment of valuable enclosures.

Money, cheques and other valuables received as enclosures to communications will be entered by the Chief Ministerial Officer in the Security Register (Form III Appendix A) and delivered to the person authorised in the office to have custody of cash and valuables.

11A. Gazettes

(1) The Manager will assign to a selected Superintendent or Clerk the duty of going through immediately on receipt, all Government Gazettes and Police Gazettes received in the Office.

(2) The Superintendent or Clerk will mark in the margin all portions which are of general interest to the Office, or of interest to any particular Section or Sections of the Office. He will also record on a separate sheet the marked portions (by reference to the number of the Government Order, Circular, etc.) the page number of the Gazette, and the Section or Sections of the Office for which it is of interest. The sheet will be attached as a docket to the Gazette, and will be immediately circulated to the Sections of the Office in the order to be noted in the sheet. The order of circulation will be fixed according to the urgency and importance of the matters relating to particular sections.

(3) The Section Heads will go through the Gazette, paying special attention to the contents marked for their attention. They will also check whether any other portion of the Gazette concerns them, and if so make a note of that fact in the docket sheet. The Section Heads will invite the attention of the Head of Office to all matters of importance concerning the work dealt within their Sections and indicate whether any order or other action is necessary. This will be done on endorsements in continuation of the docket sheet. In matters of particular importance and urgency, the Section Heads will immediately initiate action separately, noting the fact in the endorsement, without waiting for the matter to reach the Head of the Office during the course of the circulation of the Gazette.

(4) After circulation to Section Heads, the Manager will scrutinise the Gazette and the entries in the docket sheet, and submit them with his remarks to the Head of Office.

(5) The Manager shall ensure that the scrutiny and circulation of Gazettes is completed, and that due action is taken on all matters therein, with promptness.

12. Procedure in respect of telegrams and urgent covers received out of office hours.

Telegrams addressed to Officers out of office hours and on holidays shall ordinarily be delivered direct by the telegraph office at their residence. Any telegram or special or urgent communication received in the office out of office hours should be arranged to be sent the same day by special messenger to the Officer concerned.

CHAPTER IV REGISTRY OF PAPERS

13. Personal Register.

(1) The Currents received in each section except those which are to be "Filed" under the provisions of paragraph 103 A should be registered in Personal Register (Form No. IV Appendix 4), bound volumes of which will be supplied. There should be a separate register for each subject clerk in a section. The Personal Register should never be maintained in loose sheets or in unauthorized note books.

(2) The names of the Section Superintendent, the Subject Clerk and the Clerk maintaining the Register should be written on the fly leaf of the book. Changes in personnel should be entered with the dates on which the changes take place.

(3) Certain classes of papers received in the office may require registration in separate registers to facilitate greater clerk and expedition in disposal. Where a subject clerk is in charge of more than one class of such papers, separate personal Registers shall be maintained for each such class of papers. Distinctive letters in small alphabetical sequence shall be added in brackets to the Section letter and number of the clerk (Ref. para 3 Chapter I) in the following manner: A1(a).

A	Section letter
1	Clerk's number

(a) Letter assigned to a particular Register for special class of papers.

(4) Where special registers are prescribed (eg. Current Register of Punishment Rolls – Police Form No. 4A) such registers shall be maintained instead of the Personal Register mentioned in sub-clause (1). Following classes of papers shall be registered separately.

- (a) Appeal against punishments
- (b) Complaint petition (against Police Officers)
- (c) Punishment Rolls
- (d) Rewards
- (e) Leave Application
- (f) Audit objections

- (g) Reports regarding shortage of cash, stores etc.
- (h) Any other class of papers of special importance, if ordered by the head of office.

14. Currents to be entered in Registers immediately on receipt.

As soon as the papers are received in the section, the subject clerk must at once enter them in the personal Register. Any delay or neglect in this matter will be treated as very serious dereliction of duty on the part of the clerk.

15. All communications to be registered.

All communications whether official or unofficial or demi-official (except those specified in para 8 chapter III) shall be registered in the Personal Register in ink, and all entries made neatly. Arising references shall also be registered in the same manner.

16. Number of entries on a page.

(1) The number of entries on each page of the register shall ordinarily “be three”. A line in red ink, should be drawn across the page after each entry. Insertion between two entries of a fresh entry should not be made except with the initials of the Section Head. In the case of an entry relating to a current on which a circular reference is likely to be issued, or protracted correspondence is anticipated, adequate space (if necessary a full page) should be allotted to admit of entries relating to different stages being made clearly and neatly.

(2) If the space so allotted proves inadequate, continuation entries will be made on a subsequent page, and cross references noted on both pages. Such entries will be made in Col. 15 on the page containing the original entry, and on the top left hand corner in the continuing sheet.

17. Method of registering of papers.

Papers are registered in the order of the numbers stamped on them. These are called “current numbers” or briefly ‘C. Nos.’ and will correspond to the numbers allotted in the distribution.

18. Government References.

The ‘C. No.’ of Government references will be underlined clearly in red ink, both in the Distribution Register and in the Personal Register, to facilitate special attention being paid to them.

19. Titles to be brief and accurate.

(Column 4 of the Register)

The title to be entered in Column (4) shall be as brief as possible being just sufficient to convey generally the subject matter of the paper. It should be framed and arranged as an index title (See Chapter XI “Indexing”). It is the duty of the Section Superintendent to check the accuracy of the titles when he examines the Personal Register.

20. Entry in Column (5) of currents sent by one officer through one or more other officers.

In registering a current sent by one Officer through one or more other Officers, it is sufficient to enter the designation of the Officer from whom it is actually received, with the number and date of his communication.

21. Entry of dates of submission of cases to officers and return.

(Column 7 and 8 of the Register)

Whenever a paper is submitted by the Clerk to an Officer for orders, the date of submission should be entered in column (7) and its return in column (8). The Section Head is responsible for ensuring that this is done by his Clerk. When a paper is submitted to an officer through one or more other sections the fact should be noted in column (7). The actual submission of the paper to the officer should be watched to check delays.

22. Numbering of entries and reference for final disposal.

(Columns 9, 10 and 11)

(1) References should be numbered according to the following system:—

(a) The Section letter and the clerk’s number will be prefixed to the C. No. The year will be noted after the C. No. For example in A1-400/57, ‘A’ is the section letter, 1 is the number assigned to the clerk in the section and 400/57 is the current number and the year.

(b) In the case of Police Offices other than the Chief Office, the following distinctive letters will be added to the reference number after the year:—

- (i) District Police Office, Trivandrum. ‘T’
- (ii) District Police Office, Quilon. ‘Q’
- (iii) District Police Office, Allepey. ‘A’
- (iv) District Police Office, Kottayam. ‘K’
- (v) District Police Office, Ernakulam. ‘E’
- (vi) District Police Office, Trichur. ‘T’

(vii) District Police Office, Palghat.	'P'
(viii) District Police Office, Kozhikode.	'K'
(ix) District Police Office, Cannanore.	'C'
(x) Office of the Superintendent of Police Railways.	'R'
(xi) Fire Service.	'F'
(xii) Office of the Superintendent of Police X-Branch.	'X'
(xiii) Office of the Deputy Inspector General of Police Railway and C. I. D. and Superintendent of Police, Crime Branch, C. I. D.	'CR'
(xiv) Office of the Deputy Inspector- General of Police C.I.D and Superintendent of Police Special Branch C.I.D.	'SB'
(xv) Office of Superintendent of Police, Armed Police.	'AR'
(xvi) Office of Commandant, Malabar Special Police.	'M'
(xvii) Office of the Commandant, Special Armed Police.	'S'
(xviii) Office of Deputy Inspector-General of Police, Southern Range.	'SR'
(xix) Office of Deputy Inspector-General of Police, Northern Range.	'NR'

(2) For example, Trivandrum District references will be given such numbers as A1-400/57/T, Crime Branch C. I. D., as A1-400/57/CR etc.

(3) In the case of sub divisions and other units subordination to the office mentioned above supplementary letters and figures will be assigned for identifications of the references relating to the officers concerned taking care that the combination of such letters shall not duplicate the letters assigned in sub clause (1) above. A useful method will be to assign a distinguishing letter to each sub Division. The Circle in each Sub Division may be as signed letters in alphabetical serial, and the stations of each Circle may be given serial numbers.

(4) When an intermediate reference or a final disposal is issued in the form of a memorandum, letter, endorsement or demi-official, it will be numbered with the C. No. of the case, the year to which it relates and a sub number (example memorandum No. 1012/57-1 dated 1-10-57) by the subject clerk, the same number and date being given if the same reference or final disposal is issued to one or more Officers. He will at the same time fill in column No. (9), (10) and (11) of the personal register in the case of references issued.

23. Entry of nature of references.

Nature of reference issued will be noted in column (9) of the register, the letter 'L' being adopted for letter, 'M' for Office Memorandum "U. O." for un-official "D. O." for Demi-Official "T. M." for Telephone Message, "TL" for Telegram and "REM" for reminder.

24. Entry of Reminders.

Reminders issued should be entered in red ink in columns (9), (10) and (11) and reminders received should be similarly entered in columns (12), (13) and (14) of the Personal Register See instructions in Order No. 127(1)(b) Chapter XIII regarding pencil entries to be made to denote dates on which reminders must issue if replies or reports due are not received.

25. Entry to replies to references and currents to be added to old cases.

(Col. 12, 13 and 14)

(1) Replies to references previously issued and papers which though not of the nature of replies to previous references have for any other reasons, to be filed with old cases, will be registered in their turn, the new C. No. Being entered in column (2) and the old C. No. to which it relates in column (4) of the personal register, No. Serial Number should be given for these.

(2) The C. No. and date of receipt from whom and outside number and date of such communications should be entered in columns (12), (13) and (14) against the previous C. No. All other entries and further action will be continued against the original current number in the register.

(3) After taking action as mentioned in Sub clause (1) above the new C. No. entered in Col (2) will be ringed off. The Correspondence number in the Distribution Register will also be ringed off.

(4) If a serial number is noted by mistake in Col. (1) of the Personal Register for any current which is filed or dealt with against a previous current as required under sub clause (1) above, such serial number shall be scored off and subsequent serials shall be corrected immediately. The Section heads shall be responsible to ensure that no default occurs in this respect.

26. Closing of currents in Personal Register.

(Column 15)

(1) If the disposal is final, its nature, number and date will be entered in red ink in the last column of the Personal Register, and the C. No. in col. (2) will be ringed off. If a paper is returned in original with an endorsement, that fact should be noted (by the entry "N. Dis".) and dated in the last column of the register, and the despatch stamp and date taken in the Personal Register itself against the C. No.

(2) When papers are ordered to lie over the words “Lie over” with reasons should be noted in Col. (9) and the date of order will be noted in Col. (10).

(3) Lodged papers will be closed by the entry “Lodged” with dates of disposal in the last column of the personal Register. The C. No. in column (2) will be ringed off.

27. Ringing off entries in the Distribution Register.

When C. Nos. in the Personal Register are ringed off on the dual disposal of the references, the corresponding numbers in Column 2 of the Distribution Register will also be ringed off as soon as possible by the subject Clerk.

28. Papers transferred to the Call Book.

If any paper pending is ordered to be closed and transferred to the Call book, the C. No. in the Personal Register should argued off and the disposal noted in the disposal noted in the last column of the register, on the corresponding entry being made in the Call Book. The serial number of the entry in the Call Book will be noted in the last column of the Personal Register.

29. Classes of papers not to be registered in the Personal Register.

The following classes of papers need not to be registered in the Personal Register, but shall be disposed of as shown below:

(1) Applications for appointment to posts, or applications received in response to specific notices.—These will be registered in a special Register kept for the purpose and filed separately, distinct files being maintained for each class of applications.

(2) Applications for casual leave from members of the Office establishment.—These will, after disposal, be filed in the leave files maintained in the Section. These files will be destroyed after the expiry of the calendar year, following the year in which they are received.

(3) Any other class of papers which the Manager or other superior Officer, considers unnecessary to bring on the Personal Register.

Note:— See also paragraph 103A. “Filing of papers in preference to other forms of disposal”

30. Treatment of papers not disposed of in a Calendar year.

Papers pending at the end of a calendar year will be brought forward to the Register of the following year, if they are not disposed of by 31st January. Sufficient blank pages should be left at the beginning of the new register for this purpose and the section head will certify on the first submission of the register, after 1st February that all pending papers of the previous years have been brought forward. There is no need to bring forward all previous entries regarding these papers. The date of origin of the reference, the last reference issued or received, the last submission date, the current No. of the paper in the previous year and its title need alone be noted.

CHAPTER V

REFERENCING AND ARRANGEMENT OF FILES

31. Scrutiny of Currents with reference to Correspondence Rules.

After registering the papers the subject clerk should scrutinize them and see whether the communications conform to the rules of correspondence as laid down in Chapter VIII. If any serious violation of rules is noticed, orders will be obtained to return such papers to the sender for resubmission in proper form.

32. Communications on paper of small size.

Communications which are not on paper of convenient size such as telegrams, Demi-official letter, Wireless messages etc, and all communications on this paper shall be pasted on blank sheets of foolscap size.

33. Correspondence in illegible handwriting.

A type written copy of every letter or a petition which is illegible shall be made out and it will be put up in the place of the original which will be placed at the bottom of the file, and a note to this effect will be made on the copy.

34. Arrangement of files.

Each communication together with its enclosures, if any shall be tagged at the top left hand corner and a blue facing sheet added at the beginning. This will be known at the “Current File” and it will be put up in an appropriate pad marked ‘Ordinary’ ‘Urgent’ or ‘Immediate’. Each file under disposal will consist of two portions:

- (i) Current File, and
- (ii) Note File

These two portions will until disposal, be maintained separately. They will be distinguished by different coloured facing sheets, blue for the Current File and yellow for the Note File. Where blue and yellow facing sheets are

no available, blank sheets may be used, writing “Current File” in blue ink or blue pencil and “Note File” in red ink or red pencil, across the face of the sheet. The papers of the Current and Note files must be arranged chronologically, one below the other, and the pages numbered neatly in ink. Both sides of each paper must be numbered even if one of the sides is blank.

35. Punching of adhesive stamps.

All Court Fee stamps affixed to papers received in the office should be cancelled by the Section Superintendent by punching in such a way as to cover some part of the stamp, out not to obliterate or render the detection of forgery difficult. Insufficiently stamped petitions or papers will be returned to the sender.

36. Reference to outside Offices.

After a paper has been registered and before it is reference and noted upon, it should be considered whether any routine reference to the sender of the communication or any other Office is necessary, e.g., an enclosure wanting or an information required for putting up the file in a complete form. If so, reference should be made at once before putting up previous orders or writing notes.

37. Referencing and Flagging.

(1) When submitting a current to the Officer it is highly important that all relevant previous papers on the subject and book of reference, if any, required are also put up. Every paper quoted by its number and date in a current and its enclosures should also be put up. The No. and date of disposal of such papers should be noted in the margin of the current or note in pencil.

(2) Every disposal file put up for reference must be flagged. Flags will be attached to the brown paper jacket of the Disposal File and not to any of the papers in the file. If such a file is flagged ‘A’ and if an order on page 75 in that file has to be referred to in the Office note of current, it should be indicated as “Page 75 of the File No. (Flag A)”. No flat must be attached to the current or Note files. Reference to these will be made by quoting the number of the page of the Current/Note file.

(3) Flags will be arranged that one flat does not cover another. Care must be taken not to use more than one flag bearing the same letter or number in the file put up.

38. Use of Pins.

When two or more papers are pinned together, the sharp end of the pin should not be left free at the top. It should be pierced again to rest between sheets.

39. Care of papers put up.

Particular care should be taken in handling old records. Whenever it is seen that a sheet is torn or not properly attached, the Clerk should repair the sheet before putting up the paper in the case.

40. Referencing Note File and linking of Files.

(1) All reference to authorities quoted in a note shall, as far as possible be made in the body of the note at the end of each sentence within brackets. For every statement made in the note, except expressions of opinion, an authority must be cited.

(2) On no account should a pending file be flagged and put up for reference in another file. Where a reference to it is necessary, it should be linked i.e., it should be put under the other files and the strings of the lower file, but not its flaps, will be tied round the upper file. The strings of the upper file will be tied underneath it in a bow out of the way, so that there may not be trouble of untying and retying two sides of the strings. Files are not to be linked unnecessarily. Such linking of files should be made only when it is absolutely necessary to refer to a paper in one file in disposing of the other, or when the orders passed in one will apply to the other.

(3) When a book is put up for reference the portion of the book referred to should be marked with tape or a slip of paper, and the book placed above the flap of the file and tied with the tape of the pad. Such marking should be made also when bulky disposal files are put up for reference.

CHAPTER VI NOTING

41. The purpose of a Note.

(1) Papers after being referenced will be submitted to the officer with a note, except in simple cases where a decision or a reply may be prepared in draft form, and submitted for approval. The aim of a note should be to present clearly and briefly the facts of a case to be dealt with, including where necessary, its past history, the points for decision, useful precedents and material provisions of the law or rules governing it, supported by full references to the current file or to previous correspondence and to Acts and Rules enabling every fact stated to be verified, and every

authority cited to be consulted in original. In cases of importance, precedents or decisions in analogous cases should be cited.

(2) A note should not reproduce the matter in the current file, save under the exceptional cases cited in Paragraph 45. It should point out deficiencies or omissions or errors, if any, in the current and give a summary of the salient points on which orders should be passed.

(3) Minutes and Endorsements made in Offices lower than District level will ordinarily form part of the note file of the district office concerned (refer also to Para 143(11) Chapter XVI).

42. Method of Noting.

Notes should not be written on the current itself except in very simple ones. Notes shall be written or type-written on paper of foolscap size with one-third margin. Both sides of the paper will be used, except when the paper is so such poor quality that this cannot be done without obliterating the writing. The strictest possible economy of paper will be exercised. Blank sheet will be added before a Note File is submitted for orders. No note shall be written in the margin unless it is very brief. When an officer writes a question in the margin of a note, the reply to it should be written in continuation of the note and not in the margin. The officer's question will either be copied out afresh at the end of the note and answer written below the copy, or the letters A,B,C etc., will be written boldly against each questions and answers (marked with the corresponding letter) given at the end of the note. If the Officer writes any question on the drafts or currents, they will be similarly dealt with and the answers written in continuation of the note and if a note file has not been opened already, one will be opened for the purpose.

43. Arrangement of the Note File.

Note file will be separate from the current file and its pages will be tagged and numbered in separate series in ink. At the head of the first page of the Note File the title of the file will be written in red ink. This should be identical with the entry in Column (4) of the Personal Register. If the subject originated with a communication from outside, the reference number and the date of such communication should follow in red ink. The note will be written below these entries.

44. Notes to run continuously.

(1) The note connected with any subject will run continuously from the inception of the file until final orders are passed. It should be possible to study the progress of a case by a mere reference to the Note File. Paragraphs of each note shall be numbered. Should a note result in an intermediate reference, the office copy of the latter will be placed after issue in the current file, and the reply to it also added to that file chronologically. The nature, number and date of the reference will then be noted in red ink in square brackets in the proper place in the Note File. Similarly when a reply is received, the senders' name and the number and date of the communication will be entered in red ink below the bracketed entry, a new note with reference to the new paper under consideration will be written in continuation. Below each note completed, the Clerk and Superintendent who prepared it, should put his initials and date in the left-hand corner. When the case is finally disposed of its disposal number and date shall be inserted at the end of the Note File.

(2) When a draft is submitted for approval, that fact should be noted in the note sheet.

(3) Handwriting should be legible and tidy. All long notes should be typed whenever possible. If there many corrections in the note, it should be re-written or typed.

(4) No note should end at the end of a page.

45. Precis of contents when to be written.

It should always be assumed that the paper under consideration will be read by the officer to whom it is submitted. Consequently no paraphrase of its contents need be made in a note. A precis of the contents of a single paper shall be made only when it is of great length and complexity, and in such case only with the orders of the section Superintendent.

46. Question for consideration always to be pointed out.

In some cases perusal of the paper under consideration will be sufficient and nothing is required beyond a brief suggestion for action. When a note is required, it should be a statement of the case showing, more or less in detail according to the importance and stage of the case, the question for consideration, the circumstances leading up to it, the rules and the precedents bearing on it and, where the person making the note is competent in this regard, suggestions for action.

47. Only one note to be submitted by the office in each case.

No more than one note shall be submitted on each file from the office. If the section head or the Manager of the Office finds that the note written by the Clerk are imperfect, irrelevant or wrong, he may rewrite or modify them. In all such cases the superseded notes should be kept at the bottom of the file, and should be destroyed only when the file is finally closed.

48. Scope of further noting in a case.

Each note written in succession of the first office note is intended to advance the case a step towards its disposal. It should not repeat the facts and arguments already summarised in a previous note, unless the latter is inaccurate, too diffuse or un-methodical. Unnecessary noting should be studiously avoided.

49. Office note to give suggestions or opinions in notes.

It is not expected of Clerks and Section Heads, when noting, to offer opinions and suggestions unless they are specifically founded on statute, rule or precedent, or are clear from the nature of the case. They should not be unduly critical, and all personal attacks should be avoided. It is for the superior officers alone to criticise or offer suggestions.

50. Time limit to be fixed for receipt of replies to intermediate references.

When an intermediate reference is issued, a definite time limit for receipt of replies should be fixed. In the case of sub ordinate officers such limit should be specified in the references made to them. In other cases it should be recorded in the office copy of the reference, and entries regarding the dates on which reminders are to issue will be made and further action taken thereon according to instructions in Para 127(1)(b) Chapter XIII. All important papers shall be put up to the Head of Office on the expiry of the date originally fixed for receipt of reply, for issue further reminders, or to proceed to disposal. Unless it is specially necessary in any case to wait for all the replies, the papers should be disposed of without further delay.

51. Notes not to be communicated outside the Office.

Notes written in one office shall not be communicated to another Officer or Office without the consent of the Head of Office concerned.

52. In what cases draft may be put up with notes, for orders.

In simple cases, and whenever it is obvious what course should be adopted, a draft may be put up at the same time as the note is submitted for orders. Where the action to be taken is so obvious that a draft is put up by the office, there is no need to put up a note practically identical with the draft.

53. Opening a fresh file for a separate subject arising out of a current file.

(1) When in the course of dealing with a subject, any fresh subject arises, which it is desirable to deal with separately, extracts should be taken of the parts of the current file and Note file relating to the fresh subject, and with these a separate file should be started. A note should be made in the Office Note of the main file to the effect that a fresh file has been opened, giving also its current number. A brief note about the opening of the fresh file and its current number will be entered in red ink in Cols. 10 and 11 of the Personal Register. This will usually be necessary when the original title of the current file no longer currently describes the actual subject under correspondence and not otherwise.

(2) Separate files so started will be registered under a new 'C. No.' in the Distribution and Personal Registers as is to be done in the case of outside or arising references.

CHAPTER VII DRAFTING

54. Drafts to be written on separate sheets.

Drafts of orders or reference shall be written or typewritten in half margin on sheets of paper distinct from those containing the notes with which they shall not be tagged while the case is under disposal. Drafts which are likely to require correction should be typed double space and not single space, so as to facilitate corrections. The margins should not be filled up with explanatory notes or other matter, but should be left free for making corrections. The words "Draft for approval" will be written in the top. If two or more drafts are put up in a file, the Drafts will be numbered as I, II etc. A Blank sheet of paper shall be added to draft orders and draft references before submission for approval. The draft in the current file should be so placed as to come below the note file, and above the current file. After issue the draft should be tagged in its proper place in the current file, chronologically.

55. Form and arrangements of Drafts.

(1) A locket abstract indicating briefly the purport of the draft order should be written at the top of the page of the draft. In a letter, this will come after the word "Sir", "Madam" or "Gentlemen". On no account should titles or purports be written on the backs of letters of proceedings or on separate docket sheets attached to them. After the titles and separated by a line or a row of asterisks from the body of the letter, should come the number (if it had one) and date of any communication to which the draft is a reply, and also the numbers and dates of any other communication or files, the quotation of which may be helpful either to the issuing officer or to any one to whom a copy of it is sent.

(2) Draft should be simple and clear. Ideas should be marshalled and arranged in logical sequence. In the case of long communications, a summary of the salient facts should be given in the body of the text. Short and simple words must be preferred to long and bombastic ones.

(3) In order to facilitate subsequent reference, the paragraphs and sub paragraphs of all communications (letters, memoranda and endorsements) should be suitably numbered.

(4) In a draft proceedings or memoranda, the list of addresses should be entered at the bottom of the draft on the left-hand side. Entries relating to reminders, or to proposed entries in the Call Book, are also made at the end of the draft.

(5) Drafts to be complete and brief:— Letters or memos should be so drafted as to be complete in themselves. They should not include anything more than what is necessary to enabling the receiving officer to comprehend fully the bearing of the order. Reproduction of copies of communications received from other offices or from private individuals should be avoided except in the case of enquiry reports and similar papers which have to be communicated in the normal course, or in order to avoid the recapitulation of facts embodied in the reports of responsible officers

56. Office copies, letters and proceedings.

In certain cases it may not be necessary to keep an office copy at all. In acknowledgements for the return of the records, and on replying to some simple questions or requests, it is generally quite immaterial what the precise form of the communications. In cases of this sort, all that is necessary is to note briefly the date, nature and gist of the reply on the current file, or the whole file if there is one, or, if the communication is returned in original and no current or note file is retained, in Col. 15 of the personal register. This method is particularly applicable where a letter or memorandum or proceedings has been issued by filling up printed or cyclostyled form letters or proceedings. All that need be noted, instead of keeping an office copy, are the particulars entered in the blanks in the form letter, etc., and the gist of anything added to it in manuscript. The use of such form letters is a most important device for saving labour and time and opportunities for its extension should be watched for constantly by the Manager and the Head of Office.

57. Drafting of sanctions or recommendations for sanction.

(1) Sanctions or recommendations for sanctions involving financial expenditure must be self contained in order to avoid objections or delays in sanction. The following subjects must be specified in drafts of this nature:—

(a) The Head of account under which the expenditure is to be classified.

(b) Whether there is provision of funds under the head of appropriation, and if not, how the expenditure will be met.

(c) In the case of posts created on temporary basis the period for which they are created.

(d) In the case of granting special pay, local allowance etc, reference to the particular rules in the Service regulations under which the grant is to be made.

(e) In the case of contingent expenditure for purchase of stores, etc., the quantity to be purchased, the rate at which they are to be purchased, and the maximum limit of the amount authorised to be spent. Also if any deviation from the rules regarding purchase is sanctioned, the circumstances necessitating such deviation.

(f) In the case of relaxation of rules in any instances the ground for relaxation.

(g) In the case of sanctions to investigate arrear claims, full particulars of the claims.

(h) In the case of persons deputed for training allowances payable and period of training

(i) In the case of sanctions to write off, the value of the stores, the amount to be written off, and the reason for writing off.

(j) In the case of reappropriation orders, orders must be in multiple of Rs. 100. Full details regarding the amount of reappropriation, units affected, reason for reappropriation, and availability of saving under the units affected, should be given.

(2) Recommendations for sanction for repairs of vehicles and expensive machinery shall include detailed information on the following points.

(a) Cost and date of purchase. In the case of Motor Vehicles the cost of chassis and of engine will be stated separately if known. Similarly in the case of Machinery the cost of installation will be shown separately.

(b) Expenditure incurred on different occasions each year for repairs and replacements, and the total thereof, together with information regarding the agency which did the work.

(c) Reasons for any abnormal expenditure incurred in any year.

(d) In the case of motor vehicles the total number of miles run by the vehicle after each repair

(e) The details of the repairs and of replacements of major parts, submitted for sanction and estimate of cost for the same.

(f) A certificate from a competent expert (like the motor vehicles inspector) stating the approximate period for which the vehicle or machinery proposed for repairs is likely to serve.

58. Forwarding of petitions.

(1) Superintendents of Police of Districts and officers in charge of corresponding units shall offer their remarks in regard to the accuracy of the statements made and inferences drawn in the petitions forwarded by them (including those sent to them for remarks) to higher authority.

(2) In order to avoid omissions with regard to the points in the petition, they shall deal with the petition paragraph by paragraph, as shown below:—

“Paragraph 1 – This contains no allegations. No remarks

Paragraph 2 to 5 – This relates to the murder of which was registered as Cr. No. of station (etc. etc.)

Paragraph 6 – This contains three allegations (a) (b) and (c) (and so on)”

(3) In forwarding appeal petitions the following information shall be given in a separate sheet by the office of the authority who ordered the punishment:—

(1) Date of offence.

(2) Date on which charge was framed.

(3) Date on which charge was served on the delinquent.

(4) Date of completion of oral enquiry (if held).

(5) Date on which a copy of the minute was served on the delinquent calling upon him to furnish further representation on the proposed penalty (in cases where such procedure is to be followed)

(6) Date of receipt of further representation.

(7) Date of order of the officer imposing the punishment.

(8) Date of 1st appeal to the competent authority.

(9) Date of disposal of 1st appeal by the competent authority.

59. Petitions containing allegations against Police officers.

Enquiry into petitions containing allegations against Police officers shall be made only by an officer superior in rank to the officer alleged against. This aspect should be borne in mind always in preparing drafts of communications relating to such petitions.

60. Methods of communication of general orders.

Care should be taken to see that in communicating general rulings or circulars which arise out of a particular case, the letter is kept distinct from the former. The orders on the particular case should be communicated only to the officer concerned.

61. Approval of office copies.

Ordinarily all draft letters or memos, except papers of a very routine nature such as acknowledgments and reminders should be approved by the Head of office before the fair copy is typed. In simple cases, in order to save time and labour, the office may submit typed fair copy and office copy together, under the orders of the Manager.

62. Unnecessary reference and piece-meal reference.

No reference should be made to a subordinate officer or to any one else which is not absolutely necessary. No information should be called for from a subordinate officer, or from anyone else, which could be gathered from the records in the office. Such unnecessary references may be avoided by carefully consulting the index, and tracing and examining the previous correspondence. More over when a reference has to be made, great care should be taken to see that it is complete. A common and very serious fault and a frequent cause of delay, is to call for information piece-meal. The section head and the manager should see that such unnecessary and incomplete references are avoided.

63. Drafting and endorsement for signature.

Transferring endorsements and references shall where possible, be prepared ready for signature.

64. Drafting of Telegrams and Radio Messages.

In drafting Telegrams or Radio Messages great care should be taken to exclude all matter that is not essential consistent with intelligibility. Minor parts of speech like the definite article should ordinarily be omitted.

65. Post copy of Telegrams, radio and telephonic messages.

A post copy of every Telegram or radio or telephonic messages shall invariably be despatched immediately after the transmission of the message.

66. Communications of orders on petitions.

When a petition is rejected, reason for the rejection should as far as possible be given in the draft order or memo, unless the Head of Office has specifically directed that they should not be given. Care should however be taken to ensure that the replies are not such as would involve the officer in controversies.

67. Amounts noted in drafts to be written in words.

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.

68. Drafts not approved by officers or bearing their remarks.

An officer who approves of a draft will initial it at the end in token of his approval. If the draft is not approved by him, it should be placed at the bottom of the file if it is rejected by him, or included in the notes if he discusses the wordings of the draft and it is necessary to refer to it to enable his notes to be understood.

69. Typed copy of draft to be kept in file.

The office copy of a memo, letter, etc., issued which is to be kept in the file should be the draft initialled and dated by the officer. If this contains too many corrections and is untidy, a typed office copy should be kept in the file just below the original draft. Whenever possible the office copy of communications which are typed will be taken at the back of the original communication according to the instructions contained in Para 77(14) Chapter IX.

CHAPTER VIII
FORMS AND RULES OF CORRESPONDENCE

70. Forms of correspondence.

Correspondence arising from any of the offices in the Department shall be in one or the other of the following forms:—

(1) *Letter form* (Specimen Form XX Appendix A.) When addressing the following authorities or persons, the letter form should invariably be used:

- (a) A higher authority.
- (b) Officers of equal status.
- (c) Officers not under the administrative control of the Officer issuing the communication (except Officers of lower rank in the Police Department and Fire Service)
- (d) Members of the Legislature and other non-officials of standing.

(2) *Order Form* (Specimen Form XXI Appendix A.) This form may be used for issuing final orders in matters in which the officer is competent to do so. Important decisions and orders involving discussion of policy or other matters of importance will be distinguished by the heading "Proceedings" just above the body of the communication. (See form XXV—Appendix A). Other decisions will be issued under the heading "Order".

(3) *Memo Form* (Specimen Form XXII Appendix A). This form will be used in the following cases:

- (a) Calling for opinion or information from Officers who are under the administrative control of the Office issuing the communication, and from other Officers of the Police Department and the Fire Service lower in rank to the Head of such Office.
- (b) To acknowledge receipt of communications from the classes of Officers mentioned in (a) above, and to convey information not amounting to an order for which the Order Form is to be used.
- (c) To issue intermediate orders, such as authorisations in anticipation of the issue of formal sanction or orders which are to follow later.

(4) *Demi-Official Form* (Specimen Form XXXIII Appendix A).

(a) In cases where an Officer or a member of the public has to be addressed without the formality of official procedure, and with a view to the interchange or communication of opinions or information which it is not desirable to place on official record, or when it is desired that a matter should receive the personal attention of the individual addressed, the communication should be in the demi-official form.

(b) Communications from non-officials should never be referred to as 'demi-official'.

(5) *Endorsement Form* (Specimen Form XXIV as Appendix A). When a paper is returned in original, or when a paper or its copy is sent to a subordinate officer for remarks or it is communicated to him in original for information or disposal, the disposal takes the form of an "endorsement".

71. Unofficial Correspondence.

When it is proposed to obtain on the note file of a case the concurrence, opinion, or remarks of another Officer or Office, without making such concurrence, etc, part of the official disposal, the papers or case will be referred to the Officer or Office concerned by "unofficial correspondence", (or "U. O. Note"), clearly marked as such.

72. Correspondence Rules to be enforced.

The Rules regarding the form arrangement, and contents of communications should be strictly enforced in the case of communications from subordinate officers.

73. Contents of communications.

Letters, order, memoranda etc., shall be complete in them-selves and, as far as possible, be independent of enclosures. Correspondence shall be condensed as much as possible and repetition and unnecessary details avoided. As far as possible, only one topic shall be dealt within one communication. Demi-official correspondence not meant to be placed on official record shall not be quoted in official communications.

74. Forms of address.

The prefix "Shri" "Smt" or "Kumari" as applicable, shall be used as the form of address in official correspondence.

75. Subscription of letters.

The forms of salutation of letters should be "Sir" or "Madam" and the subscription "Yours faithfully". The subscription may be omitted in all letters addressed to Officers within the Police Department and the Fire Service, except in letters which concern personal representations and applications.

75 A. Date according to the National Calendar also to be given in communications addressed to members of the public.

In all communications addressed to the members of the public, the date according to the National Calendar will also be given along with the Gregorian date.

CHAPTER IX
FAIR COPYING, EXAMINING AND DESPATCHING.

76. General.

(1) There will be a fair-copying Section and Despatching Clerk in every Office. The fair-copying Section will be under the direct control and supervision of the Manager, and the Despatching Clerk under the Record Keeper.

(2) The senior Typist, if there is more than one, will be in charge of the Fair-copying Section. He will distribute the work properly and exercise general supervision over the work of the other typists, in addition to doing his own share of typing work and will maintain a "Fair copy Register" in Form No. VII (Appendix A), recording details of the receipt and return of all fair copying work. Each typist will be assigned a serial number (1, 2, etc.) The number of the typist with date will be marked on the draft or other matter given for fair copying.

(3) Each typist shall maintain a note book recording the reference No. of the file, number of pages (in terms of foolscap size) of the fair copy, the number of copies and the number of strikes if copies are taken in more than one strike. Entries will be totalled at the end of each day, and an abstract written; showing the following details:—

- (i) Number of references pending at the beginning of the day.
- (ii) Number of references received during the day.
- (iii) Total of (i) and (ii).
- (iv) Number of references returned.
- (v) Number of references pending at the end of the day.

77. General Rules regarding Copying.

The following general rules regarding copying will be observed by the Typists:—

(1) Before a typist begins to copy a paper for issue " (except routine reminders or acknowledgments) he shall verify that it bears the initials of the Head of Office, or any other Officer who has been specifically authorised by the Head of the Office to approve drafts.

(2) All communications whether in the form of letters, memos or Proceedings or other, should be typed in the forms prescribed under Chapter VIII

(3) Any fair copy extending over more than one page shall be typewritten on both sides of the paper.

(4) All copies must be made neatly and legibly.

(5) Copying must be done with care, erasures and corrections being avoided; interlineations should not be made, especially in "letters".

(6) In copying the first word of a separate item in the preamble to a Proceeding, and the first word of every paragraph in a communication to be issued, a five or six letter space should be left between the word and the prescribed margin.

(7) The margin to be left blank should be on the left hand side of the front page and right hand side of the back page of a sheet of paper. The margin may be encroached upon only if statements have to be copied in the body of a communication, and are too big to be typed on the portion on which the communication is copied.

(8) Marginal entries, unless they are very small, should be inserted by an indenture made on the side on which the communication is copied and should be separated from such communication by three lines ruled or typed on the top, bottom and the side facing the body of the communication.

(9) All fair copies should be typed with single spacing.

(10) In official correspondence, if the designation of an Officer is typed, his officiating status (if he is an officiating officer) should not be indicated by the word "officiating" before the designation.

(11) If there are enclosures to accompany a communication they should be indicated by an oblique line (thus) in the margin against the paragraph in which they are referred to.

(12) Copies should be made on the smallest sheet, consistent with the dignity and requirements of the communications. The appropriate form, where one has been prescribed, should be used.

(13) The typist should invariably type his initials with date at the left hand corner at the end of a fair copy, and should also initial with date in ink on the left hand top corner of the draft (or in the appropriate place in the page, if one is printed there). No initialing in ink shall be made by him on the fair copy.

(14) Drafts of letters should be kept as office copies and carbon copies should be made only when the draft has been so extensively altered as to make it necessary to have a clean copy, or when the carbon copy can be typed on the back of the letter to which a reply is being sent. Whenever possible, carbon copies of replies to be retained as office copies should be typed at the back of the letters replied to.

The draft communications, approved by the officer concerned, with papers if any which have to be copied as enclosure and the original letters if carbon copies of the replies may be typed on their reverse, will be sent to the Fair-copying Section by the Section Clerk after entering the reference number of the communication (if this has not been done already). The time and date of sending these for fair copying will be noted on the draft (eg: F. C. 15.00 hrs—12/10). It is the duty of the Section Clerk to see that instructions are clearly and fully noted on the draft for issue before it is sent to the typist for copying.

78. Demi-Official Letters.

Demi-official letters will be copied on embossed paper of quarter of octave post size- The demi-official should commence with the words "Dear Sir" or "My dear A. B." etc., as the case may be, with a five line space between those words and the embossed stamp of the Government, and after the body of the demi-official is completed, the words "Yours sincerely" or "Yours faithfully" etc., as the case may be, will be copied in a new line on the right half of the side of the paper on which the copying is done. The name and designation of the officer who signs the demi-official and his Telephone number will be copied at the top left hand corner, while those of the officer or person to whom the demi-official goes will be copied at the foot of the page on the left hand side.

79. Examining.

(1) The fair copies, copies of enclosures, draft and other papers, if any received with the draft, will be returned by the Fair Copying Section to the subject clerk, noting on the draft, below the entry recording the time and date of despatch for fair-copying, the time and date of the return of the fair copy (eg: Returned 16.30 hrs—12/10). The subject clerk will examine and compare the copies with the originals and correct errors, if any. The subject clerk will then initial with date, below the entry of designation of the officer who is to sign (or at the left hand bottom corner in the case of demi-official letters). He will also initial with date on the left-hand bottom portion of the draft and then submit the paper to the officer concerned who is to sign it.

(2) When fair copies are submitted by the subject clerk to the officer to sign them, through any other officer, the latter shall also initial with date on the left hand bottom portion of the draft, but not on the fair copy. The fair copy shall contain only one initial in ink—that of the subject Clerk who examines and certifies first to its correctness.

(3) Before the fair copies are submitted for signature, the subject Clerk shall stitch the enclosures with the fair copy placed on top, into a single file. If however, there are numerous enclosures to a communication, as a measure to save time, the communication may first be typewritten and submitted for signature, the enclosures being typed while the fair copy is being signed.

80. Signing of fair copies.

(1) All communications from or to the Chief Office shall ordinarily be in the name of the Inspector General, and those to or from other offices in the name of the Head of the Office. Fair copies of communications from the Chief Office will ordinarily be signed by the Assistant Inspector General for Inspector General. Very important letters to the Government, and Proceedings relating to financial sanctions and disciplinary cases, (other than those which the Assistant Inspector General is himself competent to dispose of), will be signed by the Inspector General himself. Gazetted Assistants like the Manager and the Financial Assistant may sign for the Inspector General of Police fair copies of correspondence of a routine nature such as memos calling for information. They may also sign fair copies of orders, the drafts of which have been approved by the Inspector General or Assistant Inspector General, except in

matters relating to General policy, or those containing comments on officers. When the number of fair copies to be signed by the head of office and his gazetted assistants is too big, non-gazetted supervisory staff in an office may be authorised by the head of office to communicate "by order" copies of correspondence and orders within the same office and to subordinate offices.

(2) Superintendents of Police may authorise the Chief Ministerial officers of their offices to sign correspondence relating to the following subjects, including papers addressed to the Chief Office. Matters which require a decision, or an interpretation of rules, shall however be put up for the orders of the Superintendent of Police, and correspondence falling under this category-addressed to the Chief Office shall as far as possible be signed by the Superintendent of Police himself.

(a) Correspondence and statements relating to recoveries from members of the service.

(b) Correspondence relating to the Provident Fund and Life Insurance.

(c) Correspondence relating to the recruitment of constables and their verifications rolls, subject to the proviso that the selection of candidates shall be made by the Superintendent of Police himself.

(d) Routine statements and returns to the District Magistrate, Deputy Inspector-General and Inspector-General provided the Superintendents of Police themselves shall see, examine and issue necessary instructions on the statements and returns received from subordinate officers.

(e) Routine correspondence relating to military deserters.

(f) Indents for forms and stationery required for office use.

(g) Passing of indents received from stations for forms and stationery.

(h) Indents on Chief Office for the replacement of condemned articles.

(i) Chief Office copy of Pay Bills.

(j) Any other class of papers of a routine nature under the specific authority of the Superintendent of Police.

(3) *Authentication of drafts of approved orders and sanctions.* Fair copies of approved drafts of orders and sanctions shall be authenticated for issue by any of the Officer authorised in this behalf in the manner shown below:—

(Sd.)
(Name of the officer who passed the orders or approved of the draft)
Designation

* * * *

True copy/Forwarded/By order/etc.

True copy/Forwarded/By order/etc.

submitted/ (as the case may be)

For (the designation of the head of the Office) or Designation of the person signing, in the case of communications issued "By order".

81. Despatching.

(a) The Despatch Section will be in the charge of a Clerk under the direct supervision of the Record Keeper. The Clerk will maintain the Despatch Register (Form No. V Appendix A in which will be entered the C. Nos. and addresses of references sent out from the Office. Daily stamp account for letters sent by post will also be entered in the Despatch Register. In addition to this a Stamp Account Register in Form VI—Appendix A—for the receipt and expenditure of stamps will be maintained by him. The stamp account and stocks of stamps will be scrutinized and checked by the Record Keeper at least once a week.

(b) The subject Clerk will personally take all papers, with any enclosures properly stitched, if any to the Despatching Section and hand over the papers to the despatch clerk. The despatch stamp will be affixed on the office copies on the communications. The despatch clerk's initials with the date will be obtained below with the despatch clerk's, together with an endorsement regarding the manner of despatch (such as by post (registered or ordinary), by special messenger, etc.). Papers should be given for despatch as and when they are signed by the Officer, and should on no account be accumulated and handed-over to the despatch clerk towards the close of the day. Ordinarily no papers for despatch will be accepted by the despatch clerk after 4 p. m. Very urgent papers will however be accepted till 5 p. m., or later if specially directed by the Manager.

(c) All papers received before 4 p. m. and all urgent papers shall be despatched the same day. The remaining papers shall be despatched before 12 noon the succeeding working day.

(d) All tappals for local delivery shall be entered in a separate Local Deliver/Tappal Book in Form V A, Appendix A, and handed over to the messenger concerned. The Despatch clerk shall check this Book daily and satisfy himself that all tappals have been promptly delivered and acknowledged.

(e) The words "On India Government Service" or "O. I. G. S." will be printed, typed or written on the face of every envelope which is despatched.

82. One envelope for all communications for the same officer.

If there are several papers for issue to the same officer on the same day, they shall be enclosed in one envelope. The details as to the number and date of each paper enclosed in the same envelope should be noted together in the local delivery tappal book, or the postal despatch register, as the case may be. Subject to this provision, entries in the book

and postings of: articles in Post Office should be spread over the whole day so as to avoid pressure of work at the last minute before the final clearance of the mail.

83. Checking of postal receipts for registered articles.

The despatcher should ensure that correct receipts have been obtained from the post office in respect of registered articles. He should watch the arrival of the postal receipts and acknowledgments (where addressee's acknowledgments are due), initial them with date before they are filed, and record the fact in his books. Any error or delay in this matter will be promptly reported to the Manager, and further action taken, for its rectification.

84. When papers may be sent packed.

(1) Papers, which on account of their bulk will not go into envelopes, should be securely packed in thin paper if intended for local delivery, and in thick paper if for postal delivery.

(2) Wax cloth, if available, will be used as a wrapper to prevent damp getting into the contents of the parcel, and not for outer covering. The latter should consist of stout paper, canvas or gunny.

85. Use of "Economy label".

The flap of an envelope containing non-confidential papers will not be gummed, but an economy label will be pasted over it which may be removed by the addressee without spoiling the envelope, the object being that the envelope should be used over and over again. Economy labels should be used also in the case of confidential papers sent in an envelope, the seal being affixed at the two ends of the economy label. This rule will not apply to registered envelopes, in which case the flaps should be pasted down and economy labels should not be used.

86. Mode of addressing non-confidential packets.

Packets containing official correspondence, which is not of a confidential nature, should be addressed by official designation only, without the addition of an officer's name.

87. Mode of addressing envelopes containing demi-official letters.

Envelopes containing demi-official letters shall be addressed to the officer for whom they are intended both by his name and official designation.

88. Stamps of highest denomination to be used in making up postage charges.

For the purpose of prepaying postage charges care should be taken to minimize the number of stamps by using stamps of the highest possible denominations in each case, instead of a large number of stamps of low value.

89. Service stamps not to be used for foreign countries.

Service postage stamps should not be used for packets, etc. intended for authorities in foreign countries. Ordinary postage stamps should be bought and affixed in all such cases.

90. Method of despatching papers to Departmental Officers.

(1) In the case of references despatched to Police Departmental Officers, a carbon copy of the entries in the Despatch Register relating to the reference or references enclosed in a single envelope, shall be prepared. This slip will be known as "Despatch slip", and will be sent together with the other papers, for verification, acknowledgment and return to the office of issue.

(2) The Despatch Clerk shall watch the return of the despatch slips and note the date of return in the last column of the Despatch Register. He will verify and make sure that all items have been duly acknowledged. The serial number in column 1 of the Despatch Register will be ringed off when the corresponding despatch slip has been duly acknowledged and returned. The acknowledged despatch slip will be initialled, dated and filed and retained for three years by the Record Keeper. All cases of delay in the return of the despatch slips or of omission to acknowledge papers shall be reported by the Despatch Clerk, and due action taken immediately in the matter. The Record Keeper shall check return and filing of despatch slips once a month and report omissions if any to the Manager.

91. Despatch of papers with 'Secret' or other security grading.

For the handling and despatch of papers given a security grading such as 'Secret' 'Top Secret' 'Confidential' etc., refer to instructions in Chapter XIV.

92. Points to be observed after despatch.

After despatch, the office copy will be restored to the file concerned. The Clerk should ensure that the despatch has been correctly made and that reminder date, if any, has been duly entered in the Personal Register (see para 127(1) (b) Chapter XI). In the case of disposals he should ensure that Call Book entries, if any, have been duly made, and that extracts for further action, if any, have been taken duly.

93. Marking 'Important', 'Urgent', etc.

(1) Important and urgent communications should be marked "Important", "Urgent", "Immediate" or "For Personal Attention" as the case may be, in red ink on the economy label. The reference numbers of covers marked "Immediate" and "For Personal Attention" will be underlined in the despatch Register in red ink.

(2) Papers which are not specially marked as above shall not be enclosed in envelopes which are marked on the outside of the cover "Important", "Urgent", etc.

94. Despatch of Valuables—Procedure.

Valuables intended for despatch will be put in envelopes or packed and sealed in the presence of the Record Keeper, who will be responsible for the contents of the packet. A list of description of the valuables should be enclosed in the packet, and another copy of the list of description should be sent separately with an appropriate letter or memorandum intimating the despatch of the valuables. A certificate of posting should be obtained for each letter or packet containing valuables, unless it is sent by registered post. Such certificates and the receipts for registered letters, etc., will be carefully filed.

95. "Urgent" and 'Immediate' despatch by special messengers.

When "Immediate" or "Urgent" letters, packets or boxes are sent by peons to officers' houses, the time when they are handed over to the peons should be marked on the outside or in a separate slip for the information of the officers, in order to satisfy themselves that there has been no undue delay in delivery. The same procedure should be followed in the case of special and urgent packets, covers and such articles sent to other offices by local delivery.

96. Lists of Addresses

An alphabetical list of office addresses will be maintained in the Despatch Section. The name of the person holding the office currently will be entered in this list, and the list will be kept amended as and when intimations of change are received. The head of office shall take care to inform the Despatch clerk through the Record Keeper of all such changes. An alphabetical list of other individuals to whom correspondence has normally to be sent from office, with their correct postal addresses, will also be maintained in the Despatch Section.

CHAPTER X
TREATMENT OF FILES AFTER DISPOSAL

97. Nature of Disposals.

When final orders in a case have been passed and proceedings memos or letters as may be necessary are issued, the question of final disposal of the case should be considered. There can be four series of disposals as detailed below:—

- (i) 'R' (Retain) papers coming under this head will be retained permanently.
- (ii) 'D' (Destroyed) papers to be retained for a prescribed period of time.
- (iii) 'L' (Lodged): Other papers which have been disposed of except those returned in original.
- (iv) 'N' (Returned): Papers returned or sent in original.

Note: *The above does not include the disposal by filing, explained in paragraph 103A.*

98. R. Dis.

Very important papers such as decisions of the Inspector general of Police or the Deputy Inspector general of Police or the head of Office affecting the whole Department or unit, which will be required for future reference, and records which are to be retained permanently under general or special orders governing the retention of records, will be recorded and assigned R. Dis. numbers. Files and other records which are to be given permanent disposal will be submitted to the Head of office with the following endorsement on the last page on the note file and other record.

'Recorded' R. Dis.
(Designation of Head of Office)

99. D. Dis.

Less important papers which though not to be retained permanently, are likely to be required for reference for some time to come and records (other than lodged papers) which are to be retained for a prescribed period under general or special orders governing the retention of records, will be recorded and assigned D. Dis. Numbers. Files which are to be given the routine disposal will be submitted to the Manager with the following endorsement on the last page on the note file.

'Recorded' D. Dis.
Manager.

100. Action in respect of R. Dis. and D. Dis. papers.

(i) On the issue of orders by the Head of Office, or Manager, as the case may be, the Clerk shall ensure that the despatch of papers has been correctly made, that Call Book entries, if any have been duly recorded, and that extracts for further action, if any have been taken. Miscellaneous papers in the file such as statements should be added to the current file or note file as required, and the pages should be renumbered in continuation of the Current file or Note file, as the case may be. The pages of the whole file should not be numbered consecutively. The file will be closed, with the papers properly arranged, with the current file first, and the note file below it. All the papers will be stitched together with a thick brown docket sheet supplied for the purpose. File boards should be used for big files containing a large number of pages, with the docket sheets pasted on the boards. The subject of the case will be noted in the docket and also the index head (with sub heads, where applicable). It is very important that the disposal Nos. of all back papers put up should be noted in the space reserved in the docket head for 'back papers'. The number and date of the current disposal should be noted in the disposal numbers put up as back papers in the space reserved for 'further reports'. The section head will once again scrutinize the file at this stage, and satisfy himself that there is no further action to be taken. He will verify the correctness of the subject and index head noted on the docket. Both the clerk and section head will initial on the docket sheet, and send it to the Record Keeper along with the "Transfer register of papers sent to Records" (Form VIIA – Appendix A). The Record keeper will note the Disposal No. assigned to the file on the docket sheet and in the "Transfer Register". On receipt of the "Transfer Register" back from records, the subject Clerk will immediately note the disposal No. of the case in red ink in column (15) of the personnel Register.

(ii) The record keeper will keep two separate Disposal registers (in form no VIII Appendix A) one for 'Retain' disposals and the other for 'Destroy' Disposal Nos. will be given to the closed files consecutively for each series of Disposals (R. Dis. or D. Dis. for which the disposals are marked).

101. Lodged Currents (L. Dis.)

Ordinary papers of a routine nature which are not likely to be required for future reference will be lodged, and will be retained for a period of one year. After the issue of final orders such papers will be put up to the Manager with the endorsement.

"Lodged" or (L. Dis.)
Manager.

102. Action in respect of "L. Dis." Papers.

(1) Lodged papers will not be given separate series of disposal Nos. They will be closed in the Personal Register by the entry "L. Dis. dated" (the date being the date of approval by the Manager) in column (15) in red ink. The subject Clerk will arrange the files, stitch the papers together, enter the number L. Dis. No. clearly on the front and back of the file and transfer the files on acknowledgment to the record keeper in the "Transfer Register of papers sent to Records". The dockets of the lodged papers will bear the number of the current, preceded by the letters L. Dis. and the date on which it is lodged.

(2) The Record Keeper will maintain a Register of lodged papers in the form IX Appendix A for recording the details of "L. Dis." papers received by him after closure of the files.

103. Returned in original (N. Dis.)

Some papers may be disposed by being returned in original to the sender, or by transfer as such to any other office (including other sections of the same office). In such cases an entry "N. Dis." with date of return or transfer will be made in red ink in Column (15) of the Personal Register. The details of the disposal will be entered in the relevant columns of the Personal Register.

103A. Filing of papers in preference to their forms of disposal.

(1) All copies of communications and other papers (including Government Orders) on which no specific action has to be taken or no action beyond communicating them to the subordinate officers for information and guidance is due, and those which are purely ephemeral interest, may generally be "Filed" (giving the mark 'F') and not given any other form of disposal mentioned in paragraph 97.

(2) Reviews of periodicals and other papers and other papers connected with periodicals may be filed with the related periodicals according to the procedure prescribed in paragraph 126(10).

(3) If any paper belonging to the class mentioned in sub para (1) above contains any matter which is likely to be of interest, and may be required for specific reference, the officer approving the paper to be "Filed" may also order it to be "Indexed" (giving the mark "I" in addition to the "F"). Such papers will be indexed in the "D. Dis. Index" prescribed in paragraph 113(1).

(4) Some other class is of papers which it is convenient to keep together for purposes of reference, such as papers relating to appointment, leave, etc., or circulars or papers which would ordinarily be lodged, but which it is convenient to keep in a separate bundle for reference, may also be dealt with on the above principle. Suitable opportunities for extending this system of recording files should be watched for, as its extension saves work.

(5) The officer opening the tappal may himself order papers to be filed, with or without being indexed. When this is not done, the orders for filing shall be obtained by the subject clerk from the competent authority.

(6) Papers to be filed will not be registered in the personal Register and, and should be given the “F” disposal in column (7) of the Tappal Distribution Register itself. The acknowledgment of the Record keeper for such papers should be obtained in column (8) of that Register.

(7) Filed papers need not be put in brown paper jacket as it will be a mere waste of stationery and space. The letter 'F' and number of the file (number assigned in the Tappal Distribution Register) will be written boldly at the top of the file.

(8) A list of “Record files” to be maintained in the office with the period of retention for each of them, will be prepared and issued under the orders of the Head of the Department from time to time, There should be a separate file for each series of Government Orders, i.e., emanating from each Administrative Department and the finance Department. A separate bundle will be kept in the Record Room for each Record File prescribed.

(9) In each bundle of record files, papers will be arranged according to their own numbers when it is feasible, i.e., when the contents of a bundle consist of one series of communications with their own numbers. In other cases papers will be arranged in their chronological sequence.

104. Stock File.

(1) Each section should be maintain stock files on all important subjects relating to it. It is the duty of the Section Clerks to maintain them up-to-date. When drafting the disposal of a current of an important or general nature (issued from the office, or received in the Office) the Section head will decide whether a copy of it after issue should be added to the stock file on the subject. If it is so decided, he will add the words 'stock file' at the end of the address entries in the draft order of disposal. This entry will not be copied in the fair copy, but the typist concerned shall take and send a spare copy to the Section. The Section Clerk will add this copy to the connected stock file, and initial in the office copy against the entry 'stock file' in token of having done so. Similarly when a paper of importance or of a general nature is received in the Section, the Section head will get or make a copy and add it to the stock file. When an order is too long, an extract of the relevant portion only need to be added to the stock file. Notes, copies of Government orders and extract of notes from Government orders, need not be filed unless they contain important discussions or decisions which will be required for frequent reference. The papers should be filed chronologically and the pages numbered serially in ink. There should be at the beginning of the file a table of contents entered, chronologically in the following manner:—

Number and date of order	Disposal number if recorded	Subject	Page number	Remarks
(1)	(2)	(3)	(4)	(5)

(2) The papers in the Stock File should be tagged neatly between two flat boards. On no account should the copies included in the file be removed. Whenever an order added to the stock file supersedes or modifies a previous one included in it, it is very important to note the fact in Column (5) of the table of contents, against the entry relating to the previous order. The reference to the previous order should be noted in Column (5) against the entry relating to the new order. Section heads should check the stock files at frequent intervals.

(3) For a stock file to be reliable and useful, it must be up-to-date, and the super session or modification of previous orders should without fail be indicated in it. Clerks should remember that stock files are note intended to dispense with the need to refer to the Section Index and the Disposal Indices.

(4) The Section Head shall decide, with the approval of the Manager, the particular subjects in which stock files should be maintained. There should invariably be a stock file of all instructions and orders issued from time to time regarding office procedure. Separate stock files should be maintained also for other important topics which may come up for reference frequently.

**CHAPTER XI
INDEXING**

105. Object of index.

Proper and prompt indexing of all important papers, immediately after action on them is completed is of the utmost importance. Consideration of fresh issues and orders thereon should invariably proceed from the orders passed on the particular subject on previous occasions. A proper index is indispensable for tracing the orders and other important papers relating to particular subject.

106. Title and Head.

The entry in the Index relating to an individual paper is called a ‘Title’. The important word that is placed first in the title by which its alphabetical position in the index is determined and in which the possibility of finding the title primarily depends is called the ‘Head’.

107. Head must be obvious and distinctive.

The first step in choosing the Index title is to select the ‘Head’. The Head must be a word that will naturally occur to anyone who wants the papers. It must not be too wide. For instance to index all the petitions received under the head ‘Petitions’ would be absurd, though orders of a general nature, such as those relating to the way in which petitions should be dealt with, would be appropriately indexed under that head.

108. Consistency essential – Standard Heads and Subheads – Unauthorized additions forbidden.

Consistency is essential in the selection of Index Heads. Even if the heads are badly chosen, it is better to maintain consistency in their use, rather than to index papers relating to the same subject under a new head, on the ground that the head chosen in the case of previous papers was not quite so apt. Consistency can be secured only by adhering to a standard list of Index Heads and Subheads. A general list to be followed for this purpose is given in Appendix B. Every person who has to index a paper must refer to this list. Any addition or modification to the list of Index heads, if found necessary, should be made only with the approval of the Head of office.

109. Use of heads and Subheads.

(1) The list of index heads and subheads is given in Appendix B has been made as wide as is reasonably necessary to enable the indexing of all papers under one or other of the heads.

(2) Under some of the heads, subheads have also been added in the list. There is no restriction in other subheads also being used if found necessary, subject to the general principles governing the use of heads and subheads.

(3) The introduction of new index heads (as distinct from subheads under existing heads) shall be done only with the approval of the head of the office. Whenever a new index head is taken into use in a subordinate office the fact shall be reported to the Chief Office. Where such a step is justified, necessary amendments will be issued to the list in Appendix B.

(4) Any had may, if appropriate, be used as a subhead under any other head. Local classification (unit or regional) should be introduced wherever a large number of papers belonging to different units or regions are likely to be received for index under a single head. Example under ‘Appointments’ a unit war sub-classification will be helpful for subsequent search for references. Similarly papers under head ‘Ceremonies and Festivals’ will usefully be classified under separate regional subheads for each district. The names of units (regional or other) should be arranged under each head or subheads strictly in alphabetical order.

(5) Personal papers relating to officials should be indexed under the name of the Officer concerned, in a separate ‘Personal Index’ and not under general heads such as ‘Punishments’, ‘Appeals’, etc. The Personal Index will be maintained in the alphabetical order of the names (not initials) of the officials concerned. If any matter in a paper to be indexed in the ‘Personal Index’ has application also for the general index, it will be indexed also under the appropriate head or heads in the general index as well. ‘The Personal Index Registers’ will be maintained is supplements to the ‘R. Dis. Index Register’ and ‘D. Dis. Index Register’. (See paragraph 113).

(6) In using the heads and subheads given in Appendix B, the following instructions will be complied with:–

(a) In certain cases words which relate to the same subject are added in brackets after a head of subhead (Example – ‘Fishing (Fisheries)’). All references under both categories are to be indexed under the same head. A similar procedure may be adopted in respect of identical subject dealt with under different names, even where Appendix B does not give such dual heads in brackets. Such alternative heads, when used, will be entered in the Index Register in brackets.

(b) In certain cases entries give reference to another head or subhead. Example ‘Leaflets –see Books and publication’. Indexing in such cases shall only be done under the latter head and not under the former.

(c) In certain cases alternative references are given, Example – ‘Intelligence–see also Criminal intelligence’. If a reference coming under one head will also come under the alternative head, it should be indexed under both heads, if different titles (Ref. para 110) are to be used. Where the same title can be used under both heads, the procedure prescribed in para 111(2) will be followed.

110. Title Proper.

After the heads and sub-heads comes the title proper. This must be as brief as is consistent with securing the objects specified in para 105 above. Brevity is a merit in a title. If a title shows one at a glance, like a newspaper headline, the subject of the paper, it is a good title. Unnecessary length is a positive evil in a title. It defeats the object in view. The head or sub-head should never be repeated in the title proper. Some examples are:–

(1) Officers–Re-employment–pensioner–procedure.

(2) Funds–Re-appropriation–Powers–Non-recurring expenditure.

(3) Books and Publications—Official Publications—indents Army—Revised procedure.

111. Two or more titles when necessary cross-reference.

(1) All important disposals should be indexed under two or more heads. This may be done by selecting heads and sub-heads with titles appropriate to such heads and sub heads, when the disposal deals with more than one subject. The same title shall not be repeated under more than one head.

(2) Where a subject relates to more than one head, and it seems useful to index it under each such head, without there being any need for distinct titles under each head, a cross reference or cross-references must be used – that is, the complete title will be written under one head, while against the other heads will be written merely “See, so and so” (mentioning the former head). The same cross-reference must never be repeated.

112. Retain and destroy Disposals to be indexed by the Record Keeper.

(1) The Record Keeper shall maintain two disposal Index Registers in form No. X, Appendix A, one for R. Dis. and the other for D. Dis. records. After registering the closed files in the concerned Disposal Register (Form VIII, Appendix A) and assigning Disposal Numbers as required in para 100(2), Chapter X, the Record Keeper will index them under the proper heads in the R. Dis. Index Register or D. Dis. Index Register as the case may be.

(2) Separate pages will be set apart in the Index Registers for each head and sub – head and the necessary entries will be made under the heads and sub heads concerned. Where a large number of entries are likely under a particular head or sub – head, sufficient spare pages will be set apart for it.

(3) The heads and sub-heads must be written in block letters on the top of each page in the Index Register. In the case of sub heads the heads should invariably be prefixed.

(4) The heads and sub-heads under which the disposal is to be indexed will be underlined in red ink in the title of the subject entered in Col. (3) of the Disposal Register (Form VIII, Appendix A).

**CHAPTER XII
RECORD BRANCH**

113. General Instructions.

(1) There shall be Record Section in every Office. A separate room, with necessary shelves suitable for the arrangement and preservation of the Office Records, should be allotted for this purpose. The Record keeper will be in charge of the section and will be responsible for the proper maintenance of the Records.

(2) Adequate fire fighting equipment should be available and kept serviceable and easily accessible to put out immediately accidental fire.

(3) No naked lights should be used inside the Record room.

(4) Before closing the Record room, the Record keeper should ensure that all fans and lights in the Record room are switched off.

(5) The Record Room should be locked and sealed every day and entrusted to the guard commander on duty, recording the fact in the Sentry Relief Book.

(6) Before opening the Record room the Record keeper should satisfy himself that the seal is intact, and make an entry in the Sentry Relief Book to that effect.

(7) The records will be arranged methodically, year wise and number wise. The Record Room should be kept clean and protected from white ants and rats. The manager will inspect the Record Room at least once in a month, and report to the Head of Office. The report should include remarks on the following points:—

(a) Whether the Record Room is in good repair and protected from white ants, whether it is kept clean and secure from entry at all points, whether the lighting arrangements are sufficient

(b) Whether adequate fire fighting equipment is available

(c) Whether the records are methodically arranged.

(d) Whether the rules regarding the issue of records, from and return to the Record section are strictly observed.

(e) Whether old records are periodically destroyed according to orders.

Note:— The condition of the records should be clearly and concisely stated, and it should in all cases be reported whether steps have been taken to remedy the defects brought to notice.

114. Functions of the Record Section.

The main functions of the Sections are:—

(1) Receipt, Registry and safe custody of papers transferred to the Record Section.

(2) Supply of records in response to requisitions.

(3) Registry of records and volumes sent out of and returned to the section.

(4) Sending every month reminders for the return of records not returned within three months of their issue.

- (5) Cleaning and dusting of racks, and the regular examination of records to see that damage is not caused from white and other sources. Moth balls should be kept in stock and used.
- (6) Labelling and varnishing record boards.
- (7) Keeping the bundles and volumes arranged neatly and methodically on the racks.
- (8) Keeping the record rooms tidy and in good repair.
- (9) Destruction of records in due time.

115. Particulars of Records maintained.

The undermentioned records will be maintained in the Record section:—

- (1) Disposal Files (R. Dis.)
- (2) Disposal Files (D. Dis.)
- (3) Lodged Files.
- (4) Disposal Registers.
- (5) Disposal Indexes.
- (6) Register of Lodged Files.
- (7) Personal Registers and Stock Files (Closed.)
- (8) Books and Publications (with stock registers and distribution registers.)
- (9) Register of records destroyed.
- (10) Register of unopened covers sent to officers.
- (11) Tappal distribution Register.
- (12) Security Register.
- (13) Issue Register of records.
- (14) Record Files.

116. Vertical Filing of Records.

All records will be filed on record racks vertically i.e., side by side, and note filed on top of one another (horizontally). The vertical arrangement makes it much easier to take out records and replace them. Instead of having to take down a heavy file of records in searching for particular file, all that will be required under the system of vertical filing will be separate the files lightly see their numbers, and to select the file that is needed.

116A. Correction Slips.

- (1) Correction Slips must be pasted in the books to which they belong within three days of their receipt in the Office.
- (2) If a Slip cancels or modifies a part of an existing text the part cancelled or superseded must be scored out, and the number of the correction slip will be noted in the margin against it. The same procedure will be followed when one correction slip cancels or modifies a previous one.
- (3) When an isolated word or an isolated sentence is deleted or introduced in a paragraph it may sometimes be convenient to enter it in manuscript. In such cases the number and year of the correction slip should also be written.
- (4) The Record Keeper shall be responsible to see that books and publications under his charge, and in use in the Office are kept duly pasted with all the amendments.

117. Supply of Records—Rules.

- (1) Records shall be supplied only on requisitions made in the prescribed form (Form XI Appendix A).
- (2) Requisitions for records shall be signed by Clerks or Superior Officers.
- (3) Not more than one record shall be asked for in the same form.
- (4) Section Heads and subject Clerks shall, while calling for records from the Record Section, enter in the requisition slips the section in which they are working, so as to enable the Record Section to prepare for each Section separate list of reminder for the return of records.
- (5) Requisition for records shall be received by the Record Keeper himself. He shall see whether the forms of requisition are duly filled up and signed, and shall return any requisition which is either incomplete, or does not conform to the rules.
- (6) No requisition should be marked 'very urgent' or 'special' unless it is really so. Such requisitions should be signed at least by the section heads in token of their urgency or special nature. If a requisition is marked 'very urgent' or 'special', the time of receipt and of compliance shall also be noted in the form.
- (7) The requisition shall be attended to in the order of their urgency. As a general rule no requisition received before 5 p. m. shall be kept pending till the next day.
- (8) When a file is taken out from the records bundle the requisition slip with the date of issue noted in it shall be kept in the bundle in the place of the file.
- (9) All files and volumes issued out of the Record Section shall be entered in a register called the "Issue Register of Records" (Form XII in Appendix A)

(10) The recorded file, with the "Issue Register of Records " shall then be sent to the Clerk or Section Head concerned who shall then be sent to the Clerk or Section Head concerned who will acknowledge the receipt of the Record in the space provided for the purpose in the register, and return the register to the Record Section.

(11) Papers for which 'urgent' and 'special' requisitions are received shall be furnished forthwith.

(12) The receipt of a file from the Record Section and its return to that section shall be entered with the dates in the Note File, and in the Personal Register against the entries relating to the current being dealt with.

(13) A reference or file taken from the Record Section in connection with a particular current in a Section may sometimes have to be transferred in the course of action to another current in the same Section or in a different Section. In such cases the Section Clerk who deals with the new current in which it is required will prepare a "Transfer Intimation Slip" as prescribed in Form XIII, Appendix A and sign it. Where the reference or file is taken from a current belonging to another Clerk such Clerk shall also sign the Slip. The Clerk who originally obtained the reference or file from the Records Section shall be responsible not to part with it until he receives the transfer intimation slip duly prepared as mentioned above, and to see that the slip is handed over to the Record Keeper in exchange for the original requisition on which the reference or file was received by him. The Record Keeper shall make a fresh entry on the basis of the transfer intimation slip, and note the serial number of the new entry against the original issue entry, and keep the slip in the place of the reference or file in the appropriate bundle.

(14) If a paper is not in the bundle, the Record Clerk shall ensure that it has not been received in the Record Section before the requisition is returned. He shall also note in the form of requisition the reason for not furnishing any record (e. g. 'taken out by AB of Section for C. No. on').

118. Requisition for Records.

The current number for which a record is required should invariably be noted on requisitions. Where a current number could not be quoted, the subject of the file or the purpose for which the record is required should be briefly indicated. Vague entries like "for reference", "perusal" should be avoided. It is open to the Record Section to return requisitions with such vague entries.

119. Return of Records.

Records which are no longer required in the Sections should be returned to the records. Such papers should be noted in the transfer register and returned to the 'Records' along with the transfer register. The papers will be checked by the Record Keeper, who will return the transfer register after acknowledging the receipt of the papers therein. The entries regarding the records in Record issue Register will then be scored out under the initial of the Record Keeper in ink, and the papers sorted and given to the attenders to be restored to their proper places without delay. The requisition slips kept in the bundle in the place of the record will be taken out and destroyed.

120. Watching of return of Records.

Every month the Record Keeper shall furnish to the Manager a list of all files issued to Sections more than six months ago, and not yet returned to the Records Section. The Manager shall take steps to expedite the return of the files to the Records Section, after completing due action thereon.

121. Records Section Reminders.

When reminders from the Records Section are received in a Section, it is the duty of the Section head to see that a genuine search is made for the records in question, that all the items are properly accounted for and, wherever possible, to see that the records are returned to the Records Section forthwith. Where it is not possible to release and return a record, and 'intimation slip' should be sent to the Records Section, explaining the reason for delay.

122. Responsibility for missing Records.

(1) The Record Keeper will be held responsible for any record found missing after its receipt in his section. Records issued to sections should be supported by—

(a) entry in the Issue Register duly acknowledged. and

(b) requisition slip or (transfer intimation slip) in the bundle.

(2) The section concerned will be held responsible for any record found missing after it is issued to it and acknowledged in the Issue Register.

(3) Whenever a record is found missing, a report shall at once be made to the head of the office through the Manager. A weekly report shall be made there after by the Section Head or Record Keeper, as the case may be, about the progress made in tracing it, until it is actually traced. The Manager will maintain a separate Register of Reports about missing records in Form XIV Appendix A.

123. Destruction of Records.

(1) The Registers and Records (other than records to be retained permanently) in the Records Section shall be destroyed after the prescribed period. The period of retention of each series of records and registers shall be as given

below, except in the case of records and registers which are allotted different periods of retention in Police Standing Orders or in other statutory orders:

<i>Description of Records</i>	<i>Due for destruction</i>
(a) D. Dis disposals.	At the end of ten years from the year to which they relate.
(b) L. Dis Papers.	At the end of one year from the year to which they relate.
Books, arrear lists attendance registers, holiday turn lists and similar registers and lists.	At the end of three years from the close of the year to which they relate.

(2) Records which are due for destruction shall be sent by the Record Keeper to the Section superintendents concerned at the beginning of each calendar year. The Section Superintendent shall check them and find out whether or not the records are required for further reference in any context. All records which may be destroyed shall be marked on the docket sheet 'D' and those to be retained marked 'R'. The Section Superintendent shall also date and initial such marking. The records will then be returned to the Record Keeper.

(3) On return of records after check, the Record Keeper shall arrange for the destruction of records, so marked, in the following manner:—

(a) All special branch and secret records will be burnt.

(b) All other records will be torn to pieces and sold to approved contractors.

(4) The destruction of Records shall be carried out under the directions of the Record Keeper and he shall certify to the Manager that the destruction has been completed.

(5) A Register of Records destroyed shall be maintained by the Record Keeper in Form XV, Appendix A.

CHAPTER XIII CHECKS ON DELAYS AND ARREARS

124. Duty of Manager and Section Heads.

It is the duty of the Manager to check delays in the Sections under him. In order to ensure promptness in the despatch of business, individual instances of delay should be severely dealt with when they come to light. The responsibility of the Section Heads of keeping a watch over the files in the custody of Clerks under them and seeing that they are not delayed should be enforced. The manager must periodically inspect the Personal Register of Clerks, call books and the registers of periodicals maintained in the sections.

125. Interim references.

The Officer empowered to dispose of any important paper should see the paper without any delay, and any interim reference (except those found necessary under Para 36 Chapter V) should be made only with his orders. The paper even when such an interim reference is issued, shall be put up immediately to the Officer concerned with a note of the action taken.

126. Periodical Reports and Returns.

To watch the punctual receipt and despatch of periodical reports and returns due to and from the Office, Registers of Periodicals shall be maintained in Form No XVI Appendix A as prescribed in the instructions given below:—

(1) The Record Keeper shall maintain this Register, showing a consolidated list of periodicals pertaining to all the Sections in the Office. This will be a permanent register, Columns 5, 8 and 9 of the Register need not be filled up in the book maintained by the Record Keeper. The periodicals due to and from the Office will be given serial numbers in this Register. The number so assigned will be a permanent one and shall not be changed from year to year. Where an out-going periodical is compiled from, or is identical with, the in-coming periodical, the same number will be assigned to both the out-going and the incoming periodicals.

(2) Each subject Clerk shall maintain a "Register of Periodicals" in the form prescribed, showing the periodicals due to and from him. To facilitate the writing up of the periodical registers of the subject Clerks, a copy of the entries in the consolidated Register, and a list showing the serial numbers assigned to the periodicals pertaining to each subject Clerk, will be sent by the Record Keeper to the Section Heads. The Record Keeper will also promptly communicate to the subject Clerks all amendments to the consolidated Register of Periodicals and to the lists pertaining to the subject Clerks.

(3) The Section Heads shall see that all the Clerks in their Sections write up their Register of periodicals without any delay. These registers shall be written up afresh for each calendar year.

(4) Each Section Heads shall maintain a Calendar of Periodicals, and watch the prompt submission of periodicals by the concerned Clerks.

(5) No periodical shall be entered in the Personal Register except in the circumstances explained in sub Para (6) below, or be indexed as such. Ordinarily the in-coming or out-going periodical will merely be entered in the Periodical Register, the only entries required being the number of the periodical and the date of receipt or dispatch or both. Reminders relating to periodicals will be entered in Column (9) (Remarks) of the Register.

(6) If any correspondence should arise in connection with a periodical, a separate current will be opened in connection with it in the appropriate Personal Register. In Column (4) "Title" of the register "Periodical No...." will be entered. The "C. No." given in the Personal Register will be entered in Column (9) "Remarks" in the Register of Periodicals.

(7) While writing up Periodical Registers the subject Clerks should adhere to the following instructions:—

(a) In the first few pages an index showing the particulars of the periodical and the page number in which it is entered will be noted to facilitate reference. In the index and in the register the periodicals shall be entered strictly on the basis of periodicity (namely daily, weekly, fortnightly, monthly, quarterly, half-yearly, annual)

(b) Periodicals under the same category (daily, weekly, etc.) should be arranged in the chronological order of their receipt.

(c) In filling up the headings of this Register at the beginning, sufficient space should be left to allow of the complete entries for the year being made under each periodical. Spare space will also be left after each category of periodicals (daily, weekly, etc.) to insert entries regarding any periodicals which may be newly prescribed.

(8) In cases where a return is due from a large number of subordinates at comparatively short intervals (eg. weekly, fortnightly, monthly) entries relating to Column (5) "Date of receipt" of Register in respect of in-coming periodicals may be typed separately in slips in-the following abridged manner and pasted in the Periodical Register, if entries in manuscript are likely to take up too much space:

COLUMN 5. DATE OF RECEIPT.
SPECIMEN ENTIRES

<i>Due From.</i>	Jan.	Feb.	Mar.	Apr.	May.	June.	etc.
Thiruvananthapuram.	5	5	6	etc.			
Kollam.	6	5	5	etc.			
Alappuzha.	5	5	4	etc.			
Kottayam.	7	5	5	etc.			
Ernakulam.	5	6	5	etc.			
etc.	etc.	etc.	etc.	etc.			

An abstract in the following form should be prepared at the end of the Register. The number assigned to each periodical should be entered against the due date under each head.

<i>Date.</i>	Serial numbers of periodicals due.						
	Jan.	Feb.	Mar.	Apr.	May.	June.	etc.
1					
2					
3	2	2					
4	6, 12	6					
5	1, 3, 17	3 etc.					
etc.							

(10)The receipt of in-coming returns should be watched by the subject Clerk closely with the aid of the abstract referred to in (9) and the subordinate officers concerned should be reminded in advance where necessary, or immediately on noticing default. The out-going returns shall be sent so as to reach the Office to which it is due on the prescribed date without fail. Any un-avoidable delay in this matter should be brought to the notice of the Manager for such timely action as may be called for. As a rule no default will be tolerated either in the receipt or dispatch periodicals.

(11) After the despatch of the periodical as due or on completion of action in the Office in respect of periodicals for disposal within the Office itself, periodicals shall be filed and handed over to the Record Keeper, obtaining his acknowledgement in the Periodical Register itself. Periodicals shall in no case be given a R.D. or L. Disposal. They will be arranged in an annual bundle in the Records Section. The order in each bundle will be determined by the periodical number assigned to it. Periodicals, since they bear a permanent number, and are as such "self-indexing" will not be indexed separately.

127. Procedure in checking delays and arrears.

Arrears may be classified as external arrears and internal arrears.

(1) *External arrears.* These will be checked by means of the “Call book” and Personal Register. The following instructions are laid down for the maintenance of the Call Book.

(a) *Call Book.*

(i) Papers on which reports or communications are due to be sent on a distant date, and papers which require no action for a minimum period of three months shall be brought on to a “Call Book” which shall be maintained by the Record Keeper in Form No. XVII Appendix A. The purpose of maintaining the Call Books is to avoid the accumulator of files with subject Clerks on which no current action is due, and which for that reason may run the risk of being overlooked at the appropriate time.

(ii) It is the responsibility of the subject Clerk and the Section Head to see that all action in respect of a file, until the time of its transfer to the Call Book is complete before it is transferred to the Call Book.

(iii) No file shall be transferred to the Call Book without the orders of the Manager.

(iv) When a file has been ordered to be transferred to the Call Book, the subject Clerk will put it in a blue jacket and take it with his Personal Register to the Record Keeper. The Record Keeper will make necessary entries in Columns (1) to (6) of the Call Book. The current on the Personal Register will be closed, the fact of its transfer to the Call Book being endorsed in Column (15) of the Personal Register, with the acknowledgement of the Record Keeper, and the Call Book number assigned to the file (the serial number in Column (1) of the Call Book). Thereafter the file will be subject to the rules governing the receipt into an issue from the Record Room.

(v) The Record Keeper will keep Call Book Files in a separate bundle according to the serial number assigned to it in Column (1) of the Call Book.

(vi) If a report or reply which is due from another Office is received before the date entered in Column (6) of the Call further action on the files is due, the file will be transferred back to the subject Clerk on his acknowledgement in Column (7) of the Call Book, nothing therein also the number of the new current affixed on the report or reply received. Further action on the file will be continued in the personal Register against the new current number. If no further action by the subject Clerk is due on the file, it will be given the appropriate disposal under due sanction. The disposal will be noticed in Column (7) of the Call Book, and file will be taken into Records according to rules. When either of the courses mentioned above is taken, the Call Book entries will be closed.

(vii) The Record Keeper shall regularly check the entries in the Call Book and when the time for action as noted in Column (6) arrives, he shall prepare an extract of the entries in respect of the item and send it to the subject Clerk for due action. With this extract a fresh current will be opened in the Distribution Register and the Personal Register and further action continued. The new current number will be entered in Column (7) of the Call Book, and the connected file will be returned to the subject Clerk by the Record Keeper on acknowledgment. The Call Book entry will then be closed. If the entries in the Call Book are too numerous for the Record Keeper to take action on due dates without the aid of a remembrancer a calendar will be kept in which the Call Book reference will be noted under the dates specified in Column (6) of the Call Book.

(viii) When an order is passed that a case may “lie over” for a few days, no entry is necessary in the Call Book. an order to “be over” does not authorize a current to be closed, but the subject clerk will request for sanction to transfer to the Call Book any file which is likely to remain under the “lie over” order for more than three months.

(ix) The manager shall inspect the Call Book at least once a month and see that due action is taken on the files entered herein.

(b) *Issue of Reminders with reference to Personal Register entries.*

(i) When a draft reference calling for formation from an outside Office, or submitting a case for the orders of a superior Officer is put up, the Section Head should be on the top of the draft the date when the first reminder should issue. After the draft is approved, the subject Clerk would not this date in pencil on column (10) of the Personal Register and in the Reminder Diary which should be maintained each Clerk as instructed in Sub Para (ii) below.

(ii) Each subject Clerk shall maintain a Reminder Diary very calendar year, nothing under the appropriate date and in the current numbers in respect of which reminders are to it replies have not been received by them.

(iii) The subject Clerk shall be responsible to check the Personal Registers with the Reminder Diary each day, and to put up reminders on the due dates. When a reminder is issued the date of issue will be entered in red ink in Column (10) of the Personal Register, replacing the pencil entry made previously. The related current number noted in the reminder diary will be ringed off. Column (11) will also be duly filled up.

(iv) If any reminder issued is not returned within a fortnight of its issue or within any other period specified in it, or if no reply is received within the time promised, the matter should be brought to the notice of the Head of Office.

(v) When a reminder is received back, the reply should be put up perusal, the date of the next reminder being similarly noted in the submission, in the Personal register and in the Reminder Diary.

(vi) All reminders should show the purport of the reference as well as its number and date, together with the reference number, if any of the office or person to which the reminder goes.

(2) *Internal Arrears.* The arrears in the Office will be checked by means of the Personal Register, Weekly Arrear Lists, Monthly Arrear Lists, etc.

(a) *Personal Register.*

(i) The Section Head shall inspect the Personal Registers and Registers of Periodicals of all Clerks in their Section once a fortnight. They will examine all entries in the Personal Registers and leave their remarks in the "Inspection Book" maintained for each subject Clerk. This Book will be kept in half margin, leaving the right hand portion for the replies and report of action, to be recorded by the subject Clerk in pursuance of the inspection remarks. The subject Clerks shall resubmit the Inspection Book with their report and replies within a week of the inspection.

(ii) The Manager will inspect all Personal Registers and Registers of periodicals thoroughly once a quarter in the Chief Office and once a month in other offices. The Personal Registers and Registers of Periodicals, with the remarks made by them in the "Inspection Book" prescribed in sub para (i) will be submitted to the Head of Office on the succeeding day.

(iii) An Office Order shall be issued as a standing arrangement, fixing against each Clerk (by Section letter and serial number) the days of the month on which the Registers are to be submitted for inspection to the Section Head, Manager and Head of Office. Days will be fixed in such a way as to distribute the work of inspection of Registers, especially for the Section Head and the manager, evenly throughout the month. If the day fixed for such submission happens to be a holiday in a month the Registers should be put up on the preceding working day. If the Officer to whom the Registers are to be submitted is not present to a day fixed. These should be put up to him on the next day that he attends Office. In fixing the days for submission of Registers, a sufficient interval shall be allowed between the dates of the inspection by the Section Head and the manager, so as to doable the subject Clerk to carry out the directions that may have been given by the section head, and the Manager to verify about this has been done.

(b) *Three days rule.*

(i) Papers will normally be submitted by the Office within three days of their receipt in Office, i.e., from the date revealed by the Office date seal. Similarly papers will normally be resubmitted within three days from the date on which they are marked back to the Office. The Section Head will be held responsible for any paper found pending in his Section, without sufficient grounds for more than three days. Holidays will not be excluded in calculating the period of three days. No paper shall be kept in the Office for more than ten days without the permission of the Head of Office.

(ii) The three days rule shall not apply to papers which by their nature cannot be deal with in that time. In such cases a note shall be sent up by the subject Clerk explaining the position and the probable dated by which the paper will be submitted.

(c) *Weekly Arrear Statement.*

(i) The weekly arrear statement is intended to give a statistical picture of the number of receipts and cases received and dealt with by each subject Clerk during a week, together with an analysis of the number left over with him. This will enable the Manager to keep a watch on the progress of work of each Clerk and to take suitable steps to expedite action on delayed cases.

(ii) The statement will be prepared on the last working day of every week in Form XVIII Appendix A.

(iii) Each subject Clerk should submit a separate statement. He will complete the headings in all columns of the format and sign at the end. The figures shown in Column 9 of the statement for the preceding week will be repeated in Column 3. Cases coming back to a Clerk for re-examination or further action, such and putting up a draft, etc., will also be included. Detailed information in respect of receipts or cases in hand for over ten days will be given in the Annexure to the forms. The clerks will submit the statement to the Manager on the morning of the first working day of the following week. The Manager will scrutinize the statement and give his remarks in Column 5 of the Annexure.

(d) *Monthly Statement of cases pending disposal for over a month.*

(i) This statement is intended to bring on the notice of the Head of the Office what cases have been pending disposal for over a month, where and why. It will be prepared in from XIX Appendix A.

(ii) This statement will contain particulars of all pending references (external as well as internal) relating to the period.

(iii) Each subject Clerk will prepare and submit the statement by the 10th of every month. The manager will submit these lists with his remarks to the Head of the office.

(e) *Delays in Issue.* All papers marked for issue are ordinarily expected to be issued within twenty four hours of the time at which they are given to the typist for fair copying. It will be the duty of the Senior Typist and the responsibility of the Section Heads to see that the papers pending issue at the end of the day are attended to on the following working day and are despatched before the close of that day.

127A. Special Register for telegrams, radio Messages and immediate references.

The Manager shall maintain a special Register in which he will record the current number purport, the Section letter and Clerk's number and nature of action taken on telegrams, radio messages and references on which the head of the Office has specially directed any emergent step to be taken or information obtained. At the close of the day, the

Special Register will be sent to the Section Heads concerned, who will check up the action taken and note it in the register. This Register should be put up to the Head of Office every day for its scrutiny.

CHAPTER XIV
SPECIAL PROVISIONS REGARDING CERTAIN CLASSES OF PAPERS

128. All official records confidential.

Every communications received or originating in the office and registers and papers, notes, correspondence and disposals showing the steps taken in connection therewith are confidential so far as the public, including outside Officers, are concerned. The instructions in this chapter relate to classes of papers for which special provisions apply as regards handling in the Office, despatch and custody.

129. Confidential Papers -- Classification.

(1) Papers may be classified as (a) 'Confidential' (b) 'Secret' and (c) 'Top Secret' according to the nature, importance and degree of security which attaches to the matter dealt with in them. Since all official papers are confidential as state in para 1 above, originators of references shall take care to see that only papers which, due to special reasons are to be handled exclusively by the classes of personnel specified in these instructions for the purpose, are marked as "Confidential", "Secret" or "Top Secret". Unnecessary use of these classifications will defeat their purpose.

(2) Confidential papers should be dealt with by the Section Heads concerned, and they should be kept in the custody of the section Head or the Manager, except in cases where the Manager, after due consideration, authorises the paper in original to be dealt with by the subject Clerk in the connected file.

(3) Secret and Top Secret papers should ordinarily be in the custody of the Head of Office, and action on them should be taken by him personally, collecting information, if any required from the Office, except where a relaxation of this rule is justified in individual cases.

(4) The handling of security papers in the Special Branch will be regulated by separate instructions.

(5) Section Heads, Managers and other Officers who retain Confidential, Secret or Top Secret Papers in their custody, according to the above instructions, shall keep a register in which such papers and their disposal will be listed. Such papers, with the register, will be handed over on relief to the successor in Office.

(6) The receipt of such papers will be recorded by the Superintendent, Manager or other Officer concerned also in the Personal Register of the subject Clerk, showing the outside reference No., and a catchword indicating the subject, but not revealing the matter to be treated as confidential.

(7) When such papers are put up for orders, a "Confidential" slip should be attached to the file.

130. Despatch of Confidential Papers.

(1) Communications bearing the classification "Secret" or "Top Secret" mentioned in the preceding para should always be despatched in double cover, the inner cover being sealed and addressed by name to the Officer concerned. The outer cover will not be sealed and will be addressed to the Officer by designation alone. The sealed cover with the address duly written, and outside, will be handed over to the Despatching Clerk, who, after making necessary entries in his register, will put in the another cover addressed to the Officer by designation.

(2) Covers addressed by name will be opened only by the Officer to whom it is addressed, or in his absence by another Officer who has been duly empowered to do so. Covers marked "Confidential" and addressed by designation, will be opened by the Head of the Office or in his absence by the Manager if the Head of the Office gives such authorisation to the Manager.

(3) "Secret" and "Top Secret" papers, whenever sent by post, should be despatched Registered post (Acknowledgement due).

131. Custody of Confidential Disposals.

Confidential Disposals (including Secret and Top Secret) should be kept separate in the locked almirah in the Records room, and the key of the almirah should be with the Manager. Requisitions for Confidential Disposals should be countersigned by the Section Head. The Manager shall decide when and to whom 'Secret' and 'Top Secret' Disposals may be issued for reference in connection with a new Current.

132. Treatment of papers relating to appointments and postings.

All correspondence dealing with appointments and posting shall ordinarily be treated as confidential and kept, as far as possible, in the custody of the Head of Office or Manager.

133. Treatment of papers related to punishment and Appeal.

Papers relating to punishment and appeal against previous punishment in the cases of Officers of and above the rank of Sub-Inspectors and of members of the ministerial staff shall be treated as confidential, whether they are marked as such or not.

CHAPTER XV
OFFICE MANAGEMENT

134. Chief Office.

(1) The control and supervision over the Chief Office will be subject to the Orders of the Assistant Inspector-General, be exercised by the Manager.

(2) *Manager:*— The Manager will enforce proper discipline among the office staff, and see that the staff attend office punctually and do not leave Office without permission during office hours. He will take all steps for the proper conduct of the office work, enforcement of office routine and for the prompt despatch of business. When instances of delay or disobedience of orders are noticed he will obtain the explanation of the person concerned, and hand him up for punishment by the competent authority.

(3) The Peons, Attenders and Orderlies attached to the Chief Office will be under the general control of the Manager. He should see that they discharge their duties properly.

(4) According to the exigencies of Service, whether casual or privilege, to the staff; in respect of the Peons, Attenders and Lower Division Clerks he may himself sanction casual leave. he may also dispose of applications from the staff for permission to leave office during office hours or attend Office late, subjected to the condition that permission is not granted for more than 1 hour a day. The grant of such permission shall be recorded in a special "Late Attendance Register", in which a separate page will be allotted for each individual. Late arrivals will also be recorded in this Register (refer also to Para 140 of this Chapter).

(5) The Manager should see that the office work is distributed properly, and that Clerks are posted to different seats (subjects) in office bearing in mind their experience and capacity. Postings of Lower Division Clerks and their experience and capacity. Posting of Lower Division Clerks and their transfer from one Section to another in the Chief Office may be ordered by the Manager subject to the control of the Assistant Inspector-General. Posting and transfers of Upper Division Clerks and Superintendents will be made by the Assistant Inspector-General. The Manager shall report to the Assistant Inspector-General as and when amendments to the Section organisation or in the allocation list of subjects for Section Clerks become necessary.

(6) The Manager will initiate action in regard to the preparation and submission of Personal Files of Superintendents, Clerks and other members of the staff. He will submit before 5th January every year the prescribed forms to the Assistant Inspector-General filling up Columns 1 to 3.

(7) The Manager will be responsible for the adequacy, correctness and proper upkeep of all items of furniture and other stores in the Office, and for cleanliness and proper upkeep of the buildings and premises (See also instructions in para 137 "Office Furniture").

Note:— The Financial Assistant shall discharge the responsibilities in respect of the staff working under him.

135. Section Superintendents or Heads.

(1) The Section Superintendents or Heads will be held responsible for the proper discharge of the work in their Sections. It will be their duty to see that the Clerks in their Sections attend to their work in time and follow the rules of office procedure. They will also instruct and guide the Clerks under them in regard to the disposal of important papers. All the files in a Section shall pass through the Section Head. The Section Head should bring to the notice of the Manager if any dereliction of duty on the part of any member of the staff under him. He will exercise proper control over the work in his Section and eliminate delays by periodical check of the Personal Registers, Arrear Lists, Call Book and Periodical Register. It will be the duty of the Section Head to take the files marked for discussion to the Officers and take their instruction on such files.

(2) When a Section Head is absent for short durations, on leave or otherwise, the next senior Clerk in the Section will supervise the work of the Section.

135A. Supply of Stationery Articles.

(1) Stationery articles (including printed forms and registers) shall be under the custody of the Record Keeper, who shall maintain receipt and issue accounts as prescribed under the rules. Articles of stationery required shall be supplied by the Record Keeper on the individual indents of the Clerks concerned, submitted through the counter-signed by the Section Head. Each Clerk shall maintain an Indent Book for stationery and printed forms, and indents shall be made ordinarily once a fortnight on the 1st and 15th of the month. A not should be added on the indent showing the details of the balance stocks if any available with the Clerk.

(2) The Section Heads shall scrutinise the indents and pass them after satisfying themselves that there is no misuse or over-expenditure of the item.

(3) Each Clerk shall maintain a Book to record the quantity of stationery, printed forms, etc., received by him, quantity used by him each day, and the balance. A separate page shall be allotted for each item of stationery and printed forms, and an index giving the page reference for each item shall be written out at the beginning of the book. The Section Heads shall, before passing indents for stationery, etc., scrutinise this book also.

136. Peons, Attenders and Orderlies.

(1) Peons and Attenders will be under the immediate control of the Manger, who is responsible for proper allocation of duties to them. Peons are not expected to do private work for the Officers or Clerks.

(2) The Chief Office Orderlies will be under the control of the Havildar or Head Constable attached to the Office, who will prepare their duty list with the approval of the Manager. The Havildar or Head Constable will be responsible for the proper upkeep of the Office. He will be in charge of the sweepers, gardeners and scavengers attached to the Office and supervise the cleaning of the Office and office premises. He will also be responsible for the proper maintenance of the Office gardens.

137. Office Furniture.

The Havildar/Head Constable will be in immediate charge of all the furniture in the Chief Office, and he will look after their proper arrangement and distribution. He will maintain a stock register of furniture, fans and other moveable stores in Office, with their distribution to different rooms. He will acknowledge the receipt of all such items received from Store. A list of furniture, fans and movable stores, attested by the Manager will be displayed in each room and will be checked by the Manager along with the Havildar/Head Constable every month.

138. Hours of Attendance.

All the members of the Office staff will attend Office from 10 a.m. to 5 p.m. daily. Peons, Attenders and Orderlies shall however attend Office from 9-30 a.m. An interval of half an hour between the period 1-30 p.m. and 2-30 p.m. will be allowed for tiffin. A member of the Office staff shall not leave the Office premises during working hours without the previous permission of the Manager or the Section Head.

139. Attendance Register.

An attendance Register in the prescribed form will be kept in the custody of the Manager and the clerks and Section-Heads will sign the Attendance Register as soon as they come to Office. The Register will be closed at 10-10 a.m. and will be placed before the Assistant Inspector-General with the casual leave and late attendance reports.

140. Late Attendance.

(1) If any member of the staff does not attend office punctually, the word late will be entered against his name in the column for that date in the Attendance Register. If he comes later in the day the hour at which he arrives will be entered by the Manager. Forfeiture of a day's casual leave will ordinarily be the penalty for every 3 day's late attendance without permission. Any member of the staff requiring permission to attend late must apply for it before hand. Any member of the staff who is late by more than one hour up to three hours shall forfeit half a day's casual leave. Anyone who is late by more than three hours shall forfeit one day's casual leave. The forfeiture of casual leave will be in addition to any disciplinary action that may be due.

(2) Permission granted under the provision para 134(4) of this chapter five times in a year shall be reckoned as one day's casual leave, and necessary entries to this effect shall be made by the Manager in the "Late Attendance Register" and in the 'Casual Leave Register" (Refer also to para 139 above). [Deleted vide G. O. (Ms.) No. 333/75/PD dated 20/10/1975 and Government Letter No. 52939/H2/77/Home dated 20/3/1978]

141. Urgent work during holidays.

(1) Proper arrangement should be made for the disposal of work on holidays. The Manager will depute, 1 Upper Division Clerk, 1 Lower Division Clerk, 1 Typist and a peon for turn duty on holidays including Saturdays (afternoon). For this purpose a turn duty Register shall be maintained by the Manager.

(2) Every member of the staff unless exempted, shall reside within the Municipal area of the place where the office is located. Exemptions to this rule may be granted by the Head of office in special cases, satisfying himself that the public interest will not be prejudiced by such sanction.

(3) If any urgent paper is received on a holiday and action is due on the same day, the turn clerk shall send for the subject Clerk on Superintendent of the Section who shall come to the Office and attend the paper.

(4) A Register containing the residential addresses of all members of the staff (arranged alphabetically by name) shall be maintained by the Record Keeper, and this will be left with the turn clerk on holidays. It will be the responsibility of every member of the staff to see that all changes of address are immediately recorded in this Register.

(5) No member of the office staff shall leave the station on any day, including holidays, without the previous permission of the authority competent to sanction casual leave. When a member of the staff leaves his residence he shall make arrangement at his residence whereby he may be contacted in case of urgency. Defaults in this respect, if noticed, shall be dealt with deterrently.

(6) *Compensation Leave*:— The rules regarding the grant of compensation leave, issued in Order R. Dis. 143/57/PD. dated 17th December 1957, are reproduced below:

A Government servant, who is called on to attend Office on a public (authorised) holiday, may be granted another day as holiday in its place, subject to the following conditions:—

(a) Such holiday should not be availed of by any Government servant without the previous permission of the authority who is competent to grant him casual leave.

(b) Not more than ten such holidays in all may be taken in a calendar year and no such holiday shall be taken after the expiry of two months from the public holiday for which it is substituted. [As per Section III(ii), Appendix VII, Volume I, KSR, G. O. (P) No. 300/89/Fin. dated 19/6/1989 and G. O. (P) No. 840/92/Fin. dated 4/11/1992, "The maximum period of such leave that can be taken by a Government servant in a calendar year will be fifteen days.", and is effective from 1st June 1989.] [As per Section III(iii), Appendix VII, Volume I, KSR, and G. O. (P) No. 548/77/Fin. dated 23/12/1977, "No Government servant will be permitted to take such leave after the expiry of three months from the public holiday(s) on which he attended office and in lieu of which the leave is granted.", and is effective 7th May 1973.]

(c) No more than seven such holidays should be accumulated, but such holidays may be combined with casual leave or other authorised holidays, provided that the total period of absence from duty shall not exceed ten days. [As per Section III(iv), Appendix VII, Volume I, KSR, and G. O. (P) No. 548/77/Fin. dated 23/12/1977, "Such leave will not be accumulated for more than 10 days but such leave may be combined with casual leave or other authorised holidays provided that the total period of absence from duty shall not exceed ten days.", and is effective 7th May 1973.] [As per Section III(iv), Appendix VII, Volume I, KSR, and G. O. (P) No. 61/2007/Fin. dated 17/2/2007, "Such leave will not be accumulated for more than 10 days but such leave may be combined with casual leave or other authorised holidays provided that the total period of absence from duty shall not exceed fifteen days."]

(d) A Government servant touring on public (authorised) holidays in connection with the performance of his duties is not eligible for compensatory holidays in lieu of holidays on which he was on tour.

142. Subordinate Office.

Based on the general Principles mentioned above, and the following conditions, suitable instructions for the internal management of subordinate offices will be issued by the respective Heads of Offices:—

(1) The Manager, Office Superintendent or other Chief Ministerial officer shall exercise supervisory control over all branches and sections of the office, except the District Special Branch and the District Intelligence Bureau.

(2) Papers relating to the District Special Branch and the District Intelligence Bureau shall be submitted direct to the Superintendent of Police.

(3) The accountants or other section heads shall be responsible under the Manager for all branches of work placed in their charge.

CHAPTER XVI RULES OF PROCEDURE FOR SUBORDINATE OFFICE

143. Sub-Divisional Officers, Inspector, Sub-Inspectors and other officers subordinate to the District or corresponding Unit level should be conversant with the routine and procedures prescribed in this Manual, but they need not organize office of their own on this basis. Apart from orders relating to registers and records which may be prescribed to be maintained by particular officers, the following general procedure will be adopted in respect of correspondence originating from or passing through such officers:—

(1) All subordinate officers will maintain Personal (Current) Register in which all references received by them or started by them will be registered.

(2) Particulars such as serial No., the designation of the officer from whom received, date of receipt, reference No., purport of the reference, action taken, final disposal etc., will be note in the Personal (Current) Register.

(3) All references (originated or passing through the officer) will be given a number which will be the serial number in the Personal (Current) Register, followed by the year and the distinguishing letter and figures allotted to the particular officer, as contemplated in para 22(2), chapter IV (Egs. No. 45/57/TS – Stating for Sl. No. 45 of 1957, belonging to Trivandrum Ciry Sub-Division).

(4) No office copy of the original reference need ordinarily be retained by the officer. Entries in the Register should suffice for normal needs of future reference.

(5) No remarks or other entries shall be made on any reference which is to be forwarded or returned to any other officer. All such entries shall be made on a separate sheet attached to such reference with the outside number and the reference number assigned to the paper by the officer dealing with it duly entered above the endorsement or other entry made by such officer.

(6) All subsequent correspondence shall be made in "minute" form, with each entry made one below the other. Each such entry shall be serially numbered in Roman numerals (I, II, III, IV etc.)

(7) No marginal entries on endorsements, except brief queries shall be made. Replies to such queries shall invariably be entered as a subsequent minute, duly numbered, and never as marginal entry.

(8) No interpolations between endorsements shall be made.

(9) All endorsements shall be dated. Endorsements to an officer of higher or equal status shall be signed (and not initialled) and the designation of the officer shall be noted below the signature.

(10) All entries shall be made in ink.

(11) Sheets containing the endorsements to a reference shall form part of the Note file in the District Police Office. These sheets unless specially called for or are required to be sent to a higher authority for any special reasons, shall not be sent up, by the District Police Office.

CHAPTER XVII MISCELLANEOUS

144. No misuse of office or records.

Clerks and section heads are not expected to stay in office after office hours, except when the officers under whom they work have not left office, or when there is urgent work to be attended to. On no account shall papers be taken out of the office in order to work at home without the specific permission of the head of office.

145. Casual Leave.

Casual leave will be granted under such rules and conditions as are laid down by Government from time to time. It will not be granted on vague and general grounds. The purpose for which leave is required must be stated definitely. Applications for leave, including extensions of leave, must be made and orders on them obtained before the leave is taken or the applicant is due to rejoin duty. Absence in anticipation of sanction shall be condoned only if the necessity for the leave or extension could not have been foreseen. When a clerk goes on leave, he must invariably hand over any office key in his custody to the section head. The leave address should be shown in application for casual leave.

146. Absence due to infectious disease.

Whenever a case of cholera, smallpox or other infectious disease occurs at the residence of any member of the staff he must report the fact at once to the head of office by a verbal message and send his keys along with the message. The verbal message will be confirmed in writing, furnishing full details, if so required by the head of office. The member of staff concerned must stay away from duty until further orders. Such absence will be treated as special casual leave, subject to the rules applicable and after due verifications where necessary.

147. General behaviour in Office.

While in Office all members of the staff must behave in a quiet and dignified manner. They must address other members of the staff courteously. They must attend to their work and not waste their time. They must try to maintain perfect silence, and if they have occasion to talk they must do so in a low voice, so as not to disturb others.

148. Guarding against leakage of information.

Members of the establishment must remember that they are precluded from divulging to outsiders or other members of the office not entitled to receive it in the ordinary official course, any information that may have come to their knowledge in their official capacity. They must be constantly on their guard against the leakage of any official information whatsoever. If any member of the staff is approached by any one, not officially entitled to do so, either inside or outside the office, in regard to any matter which is or will be dealt with in office, he should refuse to see him but refer him politely to the Manager or head of office, and if the person persists, he should be warned that the fact of the visit will be reported to the Manager and a report should be made accordingly at the earliest opportunity. Failure to observe these instructions will render the defaulter liable to punishment.

149. Prohibition against revealing information to the press.

Action is liable to be taken against any member of the office establishment reasonably suspected of communicating official information of any kind to the Press reporters or members of the public.

150. Dealings with outsiders.

(1) Members of the office establishment are prohibited from seeing outsiders in the office rooms.

(2) Every member of the staff is strictly prohibited under the provisions of the Government Servants' conduct rules from accepting any present or remuneration from any visitor, partly or other persons.

151. Mode of ventilation of grievances.

Members of the staff must not have recourse to anonymous petitions or letters in order to ventilate their grievances or supposed grievances. If any person has any grievance, he may represent it individually to the Officer concerned in person after prior appointment. He may also put in a written representation, for due examination with reference to the relevant records.

152. Needless Petitions.

Petitions which contain no new facts or grounds for reconsideration of a case which has already been disposed of will be returned to the person concerned. Persistence in submitting such petitions will render a Government Servant liable to disciplinary action.

153. Representations to be made through proper channel.

A member of the staff making any representation should submit through the proper channel, i.e., through his immediate superior.

154. Withholding of petitions or other reports addressed to a higher authority by a lower authority.

No petition or report addressed to a higher authority through a lower authority shall be withheld by a lower authority, except in a matter in which such withholding is authorised under any special rule. In such matters also the lower authority shall report the fact of withholding and reasons for doing so to the higher authority.

155. Tappals and papers sent to Officers in their residence or Camp.

(1) The number of name covers and the current numbers of files sent to the residence of Officers and to their camp shall be written by the Manager (or by an assistant under his direction) in a "Register of papers sent to Camp Officers" and carbon copies of the entries therein (in duplicate) shall be sent along with the tappals and files. The camp clerk (or the officer concerned) will return one copy duly checked and acknowledged to the Manager. The Camp Clerk will follow the same procedure when returning the papers to the Office. The fact of return will be noted in the duplicate of the original list retained in the camp Office, and a copy of the acknowledgement received from the Office for the papers will also be filed along with it.

(2) See para 7(3), Chapter III for instructions regarding the despatch of unopened tappals to Officer's Camp or bungalow.

(3) In the case of tappals sent to the residence of officers enclosed in covers, despatch slips as prescribed in paragraph 90 (1) will be enclosed for verification, acknowledgement and return to the Manager.

156. Tappals of touring officers.

When officers are on tour, the tappals intended for them should be sent to their Camp daily.

157. Despatch of valuable records.

Original and other valuable records should be sent from one Office to another in separate sealed covers. When such records are sent by post, they should be registered and acknowledgement obtained. In the case of other papers, such as pay bills etc., which need not be sent by registered post but which are of importance, a certificate of posing must be obtained and filed.

158. Telephone.

(1) Users of the telephone must acquaint themselves with the proper manner of issuing and receiving messages, ignorance of which often results in annoyance and waste of time. As soon as the call bell rings, the person on the telephone will at once take the receiver, hold it to his ears and speak distinctly into the transmitter giving his identity (such as "I G's Office", "Office of Superintendent of Police" etc.) He should not say "who are you, Please", "hallo", etc., first. The speaker at the other end should clearly understand who is speaking and then he will reveal his identity. He will then probably name the person to whom he wants to speak. Those using the telephone must always be prompt and courteous. They must speak slowly and distinctly, and no delay should occur either in the transmission of a message to an outside office, or in the communication of an incoming message to the person concerned. Calls should be promptly attended to and the call-bell should not be allowed to keep ringing for long.

(2) The long messages by telephone should be resorted to only when absolutely necessary. As a general rule the telephone should be used only for message which are short and really urgent.

(3) Every telephone must have a telephone message book and a pencil attached to it. All messages intended for a person other than the individual taking the message will be recorded in this book and communicated to the person concerned.

159. Trunk calls and Telegrams.

(1) Trunk calls shall be made sparingly and only by the Head of Office, or by the Manager if authorised to do so by the Head of Office. A trunk call shall never be made if an express letter, radio message or telegram will serve the purpose.

(2) A telegram shall be sent only when an express letter or a Police radio message will not serve the purpose. A consolidated list of telegrams sent every month, showing from whom to whom, date, purpose in brief, and the telegraphic charge for each telegram shall be put up to the Head of the Office on the 5TH of the succeeding month for review and instructions.

160. Register for the use of the trunk telephone.

(1) A "Trunk Call Register" shall be maintained in Form XIX A at each telephone installation to show the details regarding the trunk calls made from there.

(2) Entries in the register should be made immediately the call is complete.

(3) Trunk call bills shall be checked with entries in the Trunk Call Register and the office copy of the bill should contain a certificate to that effect by a Gazetted Officer passing the bill.

160A. Exercise of Economy.

The utmost economy must be exercised in the Office in the use of stationery and in all other matters effecting the public expenditure. Instructions in this regard are contained in Paragraphs 56, 64, 77, 82, 85, 135A, 158, 159 and 160. The following directions will also be strictly observed.

(1) Indents for stationery (including printed forms and registers) must be carefully scrutinised by Section Heads and by the Manager, and cut down to the minimum. Balance stocks must be checked before passing indents for any substantial quantity of these items. In checking stocks attention must be paid as to whether there are stocks of absolute items which can be made use of in some way to reduce the demands for new items.

(2) Enclosures must be avoided as far as possible, and when these are necessary should wherever practicable, be typed in continuation of the main communication.

(3) If demi-official paper is used, blank continuation sheets, and not the superior demi-official paper, should be used for the second and subsequent sheets of the same letter.

(4) Post cards and inland letter papers should be used wherever possible to save paper and postage.

(5) Small envelopes should be used for communications on half sheets. Where the stock of small envelopes is not sufficient, a larger quantity of this type should be indented for making a corresponding reduction in the demands for other types of envelopes.

(6) Envelopes received with communications from other Offices should be carefully cut (not torn) open and preserved. When a sufficient quantity has accumulated they should be re-made into envelopes for use again.

(7) New registers should ordinarily be opened for each year. In preparing the registers, care should be taken to see that the registers do not contain more forms than are likely to be necessary for making the year's entries on the subject. Unused pages in a register, if they are numerous, should be cut out and utilised for preparing fresh volumes.

(8) All notes drafts and communications of whatever sort, should use both sides of the paper, except where the paper is not of sufficiently good quality for doing this.

(9) Notes and drafts should be made on the cheapest paper, on the back of old forms etc.

(10) When a number of short drafts are put up together, as far as possible they may be written in the run-on form instead of starting on a fresh sheet for each draft.

161. Call Note Book

Gazetted Officers and the Chief Ministerial Officers should keep a small personal "Call Note Book" in which they should from time to time note important matters calling for further notice, and take prompt action, by verification of the note book, if anything gets delayed in the Office.

162. Name Covers to be franked

All covers addressed by name to an Officer of superior rank should be franked personally by the Officer who sends the communication.

163. Name and Designation.

When an officer or other person uses a particular designation (except designations which are not duly authorised) or spells his name in a particular way, the same designation and spelling of name should be adopted in all communications and other records.

164. Officers to sign with dates.

Officers should always add the date below their signature or initial irrespective of the nature of the communication (note, draft, letter, order or any other).

165. Members of the staff not to approach Government or superior Officers without permission.

Members of the staff shall not approach the Minister, the Secretaries to Government, the Inspector-General or other superior officers on any official matter without the specific permission of their immediate superior.

166. Printed Circulars and Instructions.

All important circulars and instructions issued from Chief Office in a year (including Government Orders received) will be printed and issued in the form of a book. For this purpose when the drafts of important Circulars or instructions are submitted for approval, and when copies of important Government Orders are to be taken for issue, the Section head concerned will mark at the bottom of the draft 'copy to printed Circular Book' and when despatching such Circulars the Despatching Clerk will hand over the copy or the printed Circular to the Record Keeper who will keep them in a separate file, duly indexed, and take steps to print them in January of the succeeding year.

167. Superintendents and Clerks to be trained in all branches of work.

Superintendents and Clerks shall be trained in every branch of office work and shall not be kept on the same work for more than two years or posted back within one year to the work from which they have been shifted, except with the special sanction of the Head of Office. The Head of Office shall exercise discretion to grant such special sanction only in rare and unavoidable cases and shall record his reasons for doing so. A copy of the order recording such reasons shall be sent to the next higher authority for information.

168. Drafts and Notes to be written in clear and simple language.

Notes and drafts should be written in simple and clear language. Lucidity, brevity and accuracy should be the aim and this aspect should be kept in view when the section head check and pass on the drafts and notes submitted by the Clerk under them. The use of classical words such as supra, infra, ante etc. are prohibited in official correspondence.

169. Scale of accommodation in Office.

The prescribed scale of accommodation for officers and clerks in office is as shown below:—

Gazetted Officers	--	160 Sq. ft.
Non-Gazetted Officer	--	40 Sq.ft.
For Records	--	10% of the total space allotted to Superintendent and Clerks

170. Papers to be sent through Deputy Inspectors-General.

Correspondence from the District Police Officers to the Chief Office will be sent direct or routed through the Deputy Inspector General concerned, according to the classification of subjects specified in the instructions in force from time to time.

171. Use of Police Radio Communication.

Police Radio Stations are licensed primarily for passing messages connected with law and order. The following is a list of subjects grouped under "Law and Order" and "Semi-Law and Order" in which radio messages may be sent when communications by ordinary posts will not meet requirements. Messages concerning subjects not covered by the undermentioned lists shall not be sent to Police Radio Stations for despatch:--

171A. "Law and Order Messages".

- (1) Court Attendance – Summons, Warrants, Trials.
- (2) Information relating to arrests, movements of suspects.
- (3) Dacoities.
- (4) Murder Cases.
- (5) Theft Cases – Arrests and proceedings relating thereto.
- (6) Searches, recoveries and possession of stolen properties.
- (7) Look-out for stolen properties.
- (8) Escorts by Police Personnel.
- (9) Corruption cases.
- (10) Information regarding accused persons in custody.
- (11) Verification of allegations against suspected persons.
- (12) Descriptive rolls of deserters: Military/ Police.
- (13) Movement of personnel under "DIB Vigilance".
- (14) Foreign Nationals – Passport verification.
- (15) Evacuation of Muhammadans to Pakistan.
- (16) "Crimes" Statistics.
- (17) Identification Parade.
- (18) Failure of provincial W/T Stations.

- (19) Demand for Police Personnel in emergencies for formation of Police Companies.
- (20) Tour Programmes of VIPs (for example, Ministers, Rajpramukhs, Envoys, etc.)
- (21) Information relating to “Missing” persons (such as children, disabled persons – Efforts by Police to trace.
- (22) Movement of Police Officials on duty.
- (23) Antecedents – verification of ex-Convicts.
- (24) Death reports regarding Police Personnel.
- (25) Opening of fire on mobs by Government Servants in the discharging of their official duties. [*Authority:– Letter No. 9/26/58 Police I(A) from the Ministry of Home Affairs, Government of India – Kerala Government HD-3-98773/58 Home dated 27/11/1958*]

171B. "Semi-Law and Order Messages". (Police Administration.)

- (1) Appointments and Postings in the Police ranks and statistics relating to strength, promotions, de-promotions, etc of Police Personnel.
- (2) Police Courses, Training etc.
- (3) Character Rolls, Service Books etc of Police Personnel.
- (4) Police Officers’ Conference –Inter-State and Intra-state.
- (5) Police business indirectly related to “Law and Order”.

172. Special Police Telegrams.

With a view to facilitating the detection of crime the Central Government have authorised Police Officers of and above the rank of Sub-Inspectors to send ‘Special Police’ telegrams which should take precedence over most other telegrams. To enable the telegraph authorities to distinguish the messages in question and deal with them properly the sender should mark them ‘Special Police’.

173. Reports from Superintendents of Police.

Superintendents of Police, while sending their reports on enquiries on petitions forwarded to them by higher authorities, or on other important occurrences, shall attach sufficient number of spare copies of their reports for being transmitted to all the authorities to whom they may be due.

174. Registers and Records.

A list of Registers and Records to be maintained according to this Manual is given in Appendix “C”.

APPENDIX 'A'

FORMS

FORM NO. I

Register of Unopened Tappals sent to Officers
(See Para 6(4) Chapter III)

FORM NO. II

Tappal Distribution Register
(See Para 8(4) and 8A Chapter III)

FORM NO. III

Security Register
(See Para 11 Chapter III)

FORM NO. IV

Personal Register
(Para 13(1) Chapter IV)

FORM NO. V

Despatch Register
(Para 81(a) Chapter IX)

FORM NO. V A

Local Delivery Tappal Book

FORM NO. VI

Stamp Account Register
(Para 81(a) Chapter IX)

FORM NO. VII

Fair Copy Register
(Ref: Para 76(2) Chapter IX)

FORM NO. VII A

Transfer Register of Papers sent to Records
(Para 100(1) Chapter X)

FORM NO. VIII

Disposal Register (R. Dis. or D. Dis.)
(Para 100(2) Chapter X)

FORM NO. IX

Register of Lodged Papers
(Para 102(2) Chapter X)

FORM NO. X

Disposal Index Register
(See Para 113(1) Chapter XI)

FORM NO. XI

Requisition for Records
(Para 117(1) Chapter XII)

FORM NO. XII

Issue register of records
(Para 117(9) Chapter XII)

FORM NO. XIII
Transfer (of record) intimation slip
(Para 117(13) Chapter XII)

FORM NO. XIV
Register of reports about missing records
(Para 122(3) Chapter XII)

FORM NO. XV
Register of records destroyed
(Para 123(5) Chapter XII)

FORM NO. XVI
Register of periodicals
(Para 126 Chapter XII)

FORM NO. XVII
Call book
(Para 127(1)(a) Chapter XIII)

FORM NO. XVIII
Weekly arrear statement
(Para 127(2) Chapter XIII)

FORM NO. XIX
Monthly Arrear List
(Para 127(2)(d) Chapter XIII)

FORM NO. XIX A
Trunk Call Register

FORM NO. XX
Letter
(Para 70(1) Chapter VIII)

FORM NO. XXI
Order
(Para 70(2) Chapter VIII)

FORM NO. XXII
Official Memorandum
(Para 70(3) Chapter VIII)

FORM NO. XXIII
Demi Official letter
(Para 70(4) Chapter VIII)

FORM NO. XXIV
Endorsement
(Para 70(5) Chapter VIII)

FORM NO. XXIV A
Endorsement—Submitting papers to a higher authority

FORM NO. XXV
Proceedings
(Para 70(2) Chapter VIII)

APPENDIX 'B'

List of Index Heads and Sub heads

Absentee Statements
Absence without leave
Abstract—(Pay, works, etc.)
Accidents
Account Code (see Financial and Account Code)
Accounts—
Adjustments
Classification
Objection, etc.
Accountant
Account Test
Accoutrements
Acquisition
Acquittance
Advertisements
Air Travel
Annual Establishment Statements
Appropriation, etc.
Acts—
Anatomy
Arms
Borstal Schools

Wrongful confinement
Yardsticks
Yearly abstract of works

APPENDIX 'C'

Registers and Records

Sl. No.	Name of Register of Records	To be maintained by	Ref: Chapter	Para	Form No.
1	2	3	4	5	6
1	Distribution list of subjects to Sections and Clerks	Manager and Section Heads	I	5	Nil
2	Register of unopened covers sent to Officers	Record Keeper	III	6(4)	I
3	Register of receipts of Gazettes and other periodical publications	Record Keeper	III	8(1)	Nil
4	Register of Receipts and disposal of non-periodical printed books and pamphlets	Record Keeper	III	8(1)	Nil
5	Tappal Distribution Register	Record Keeper	III	8(4)	II
6	Security Register	Record Keeper	III	11	III
7	Personal Register	Record Keeper	IV	13(1)	IV
8	Fair copy Register	Senior Typist	IX	76(2)	VII
9	Note book showing details of work done by typists	Typists	IX	76(3)	Nil
10	Despatch Register	Despatch Clerk	IX	81(a)	V
11	Stamp Account Register	Despatch Clerk	IX	81(a)	VI
12	Local Delivery Book	Despatch Clerk	IX	81(d)	V A
13	List of address of Officers and Offices	Despatch Clerk	IX	96	Nil
14	Transfer Register of Records sent to Records	All Subject Clerks	X	100(1)	VII A
15	Disposal Register	Record Keeper	X	100(2)	VIII
16	Register of lodged papers	Record Keeper	X	102(2)	IX
17	Record Files	Record Keeper	X	103A	Nil
18	Stock File	Section Heads	X	104(1)	Nil
19	R. Dis. Index Register	Record Keeper	XI	113(1)	X
20	D. Dis. Index Register	Record Keeper	XI	113(1)	X
21	Issue Register of Records	Record Keeper	XII	117(9)	XII
22	Transfer Intimation Slip	Subject Clerks	XII	117(13)	XIII
23	Register of Reports about missing Records	Manager	XII	122(3)	XIV
24	Register of Records destroyed	Record Keeper	XII	123(5)	XV
25	Register of periodicals	Record Keeper and Subject Clerks	XIII	126	XVI
26	Call Book	Record Keeper	XIII	127(1)(a)	XVII
27	Reminder Diary	Subject Clerks	XIII	127(1)(b)	Nil
28	Inspection Book	All Subject Clerks	XIII	127(2)(i)	Nil
29	Weekly Arrear List	Subject Clerks	XIII	127(2)(c)	XVIII
30	Monthly Arrear List	Subject Clerks	XIII	127(2)(d)	XIX
31	Special Register of telegrams, Radio Messages and immediate references	Manager	XIII	127A	Nil
32	Register of Confidential papers dealt with personally	Heads of Office, Manger or Section Head	XIV	129(5)	Nil
33	Permission Register	Manager	XV	134(4)	Nil
34	Receipt and Issue accounts of stationery articles	Record Keeper	XV	135A(1)	Account Code Form as Prescribed
35	Account of receipts and use of stationery articles	Subject Clerk	XV	135A(2)	Nil
36	Furniture Register	Office head Clerk or Superintendent	XV	137	Nil
37	Attendance Register	Manager	XV	139	Nil
38	Turn Duty Register	Manager	XV	141(1)	Nil
39	Register of addresses of the members of the	Manager	XV	141(4)	Nil

	Office staff				
40	Casual Leave Register	Clerk concerned	XV	--	--
41	Register of tappals sent for the Officer's camp or residence	Manager	XVII	155(1)	Nil
42	Telephone Message Book	A Clerk, deputed by the Manager	XVII	158	Nil
43	Trunk Call Register	For each telephone	XVII	160	XIX A
44	Call Note Book	Gazetted Officers and Chief Ministerial Officers	XVII	161	Nil

Manual of Office Procedure-Police

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