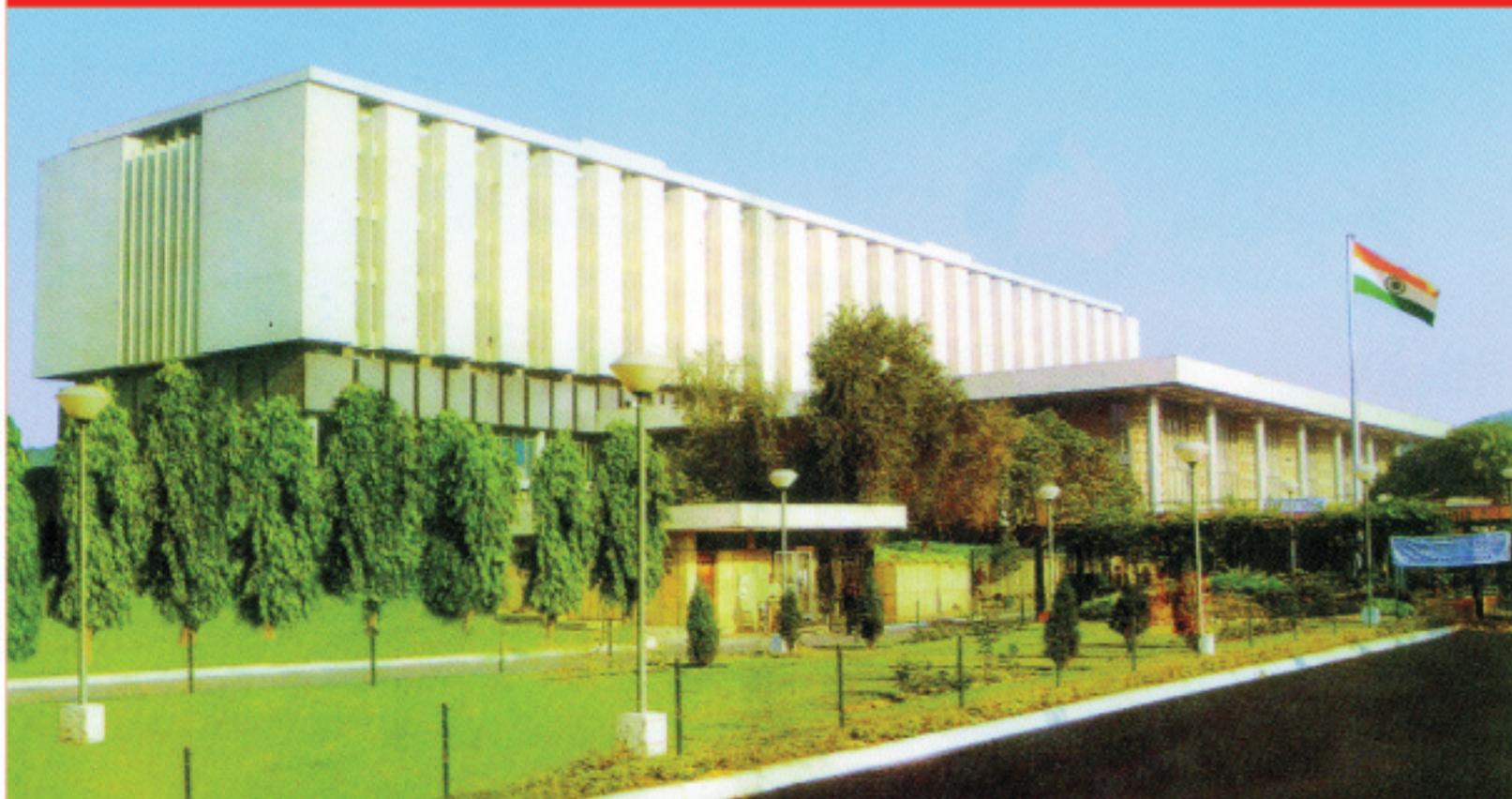# Parliament of India
Rajya Sabha

SECTIONAL MANUAL OF OFFICE PROCEDURE (SMOP)

ORGANISATION & METHODS SECTION

**Rajya Sabha Secretariat
(O&M Section)
February, 2010**

Parliament of India
Rajya Sabha

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PREFACE

Sectional Manuals of Office Procedure (SMOPs) for various Sections/Units in this Secretariat are being brought out for the first time to provide an overview of working of different Sections/Units in the Secretariat and of Section specific procedure adopted there for disposal of work. SMOP of Organisation and Methods (O&M) Section is a part of this exercise. The publication provides the procedure followed in disposal of various items of work dealt by the section. This publication is intended to serve as a guide for the staff and officers dealing with day-to-day functioning of O&M Section.

2. Care has been taken to make the Manual comprehensive and up to date. It is hoped that the publication would be found useful for all those who are associated with the various aspects of the working of the section.

3. This publication is for internal use in the Secretariat only. Suggestions for improvement of this publication are welcome.

New Delhi;
February, 2010

V. K. AGNIHOTRI,
SECRETARY-GENERAL.

CONTENTS

CHAPTER-1

PREPARATION AND REVIEW OF MANUAL OF OFFICE PROCEDURE

1.1 Preparation, updation and monitoring of implementation of Manual of Office Procedure: The primary responsibility of the O&M Section is to bring efficiency and transparency in the working of the Secretariat through improvement in the organizational structure and simplification of procedures, etc. Accordingly, the task of preparation, updation and monitoring of implementation of Manual of Office Procedure is an important area of work assigned to O&M Section.

1.2 Manual of Office Procedure, 2002: Preparation of a Manual of Office Procedure especially of a constitutionally created organization like Rajya Sabha Secretariat is a delicate task. It is not only expected to set very high standards of performance but also to ensure that the standards so set do not reach the level of unimplementability. To achieve the said goal, the idea of preparation of a Manual of Office Procedure cropped up from time to time and O&M Section took an initiative towards preparation by asking all Sections/Units/Branches (hereinafter referred as Sections) of the Rajya Sabha Secretariat to detail out their procedure and practices. With this initial input, the work of drafting the Manual started in July, 1998. The first edition of the Manual Office Procedure was prepared and published in August, 2002.

1.3 Implementation of Manual of Office Procedure: Monitoring and implementation of provisions/procedures of the Manual of Office Procedure is being ensured through annual office inspection and orders issued by O&M Section from time to time.

1.4 Review/updation of Manual of Office Procedure:

1.4.1 Secretary-General *vide* his note dated the 8th November, 2007 directed that the Manual of Office Procedure of Rajya Sabha Secretariat needs to be revised in view of changes in the Secretariat and modification in various procedures since the first publication of Manual in August, 2002.

1.4.2 Accordingly all officers/sections were requested *vide* O&M Section's circular dated the 20th November, 2007 to incorporate changes concerning their Section that had taken place since the last publication and new Sections/Units/Services created after year 2002 were requested to incorporate new chapters in their functioning.

1.5 Bifurcation of Manual of Office Procedure: To make the new edition of Manual of Office Procedure compact, it was decided with the approval of Secretary-General to exclude Section specific chapters from Manual. The Sections were mandated to bring out their own Sectional Manual of Office Procedure (SMOP) separately. It was further decided that while O&M Section would bring out the Manual of Office Procedure of the Secretariat incorporating those chapters which lay down procedure to be uniformly followed by all units in the Secretariat, Sections adopting different procedures in respect of items of work dealt by them would prepare their own SMOP containing procedures that are followed in connection with various items of work dealt by them incorporating relevant provisions from Rules of Procedure, Directions by the Chairman, Rajya Sabha, practices evolved over the year, Office Orders, relevant notifications, important orders passed on files from time to time, etc. While preparing SMOP, it has to be kept in mind that its target users would be mainly dealing hands, other functionaries of the Section and supervisory officers. Since SMOP is to be made in the form of a separate publication, Foreword, Introduction, SMOP Preface, Contents, Chapters, Annexures, etc. should form part of each SMOP.

1.5.1 It was also decided *vide* Secretary-General's orders dated 7th November, 2008 that in respect of eight Sections dealing with Department related Parliamentary Standing Committees, there will be one common Manual of Office Procedure.

1.5.2 O&M Section will scrutinize the draft Sectional Manuals of Office Procedure of Sections with a view to ensure uniformity in style and language.

1.5.3 The Sections shall review their Sectional Manual of Office Procedure (SMOP) from time to time and make them up to date in the light of changes in practices and procedure adopted by them in the course of time.

1.5.4 Two copies of Sectional Manual of Office Procedure are to be forwarded by each Section to O&M Section.

15.5 Sectional Manual of Office Procedure of each Section is to be uploaded on the Rajya Sabha website.

CHAPTER-2

PREPARATION AND REVIEW OF ANNUAL ACTION PLAN

2.1 Preparation and Review of Annual Action Plans: The purpose of Annual Action Plans is to improve Secretariat's efficiency through advance planning and action. The fact that the functioning of the Secretariat has a direct impact on the functioning of the Upper House and its Committees makes it necessary for the Secretariat to set goals and time frame for achieving them. Annual Action Plan of the Secretariat is a mechanism to achieve this objective.

2.2 The objectives of the Annual Action Plan are to:

(i) Reflect the manner and time-frame of action in respect of activities and functions to be performed during the course of the year;

(ii) Indicate the milestones and targets to be achieved in a particular quarter; and

(iii) To serve as an instrument for efficient monitoring of implementation of various programmes and activities.

2.3 Advantages of Annual Action Plan:

(i) It enables proper conceptualisation of all the goals proposed to be achieved during the year and matching of physical targets with pace of expenditure.

(ii) It enables identification of milestones, intermediate steps and phasing thereof.

(iii) It gives an overview of the Section's progress at various times of the year and functions as a management tool for review, evaluation and corrective action.

(iv) It ensures that matters not quantifiable as numerical targets and not subject to the usual monitoring, are not lost sight of.

(v) It promotes team work by giving a total picture to all Officers and Staff of the Section enabling them to see how their contribution is relevant to the overall goals of the Section and of the Rajya Sabha Secretariat.

2.4 Items for Inclusion:

(i) Goals and objectives to be accomplished during the year;

(ii) Initiatives required to achieve the goals;

(iii) Issue of rules and instructions;

(iv) Programmes in pursuance of goals and instructions;

(v) Matters of inter-division co-ordination; and

(vi) All other matters of operational significance for the Section, such as computerization, etc.

2.5 Preparation of the Annual Action Plan: For preparing the plan, the following may be kept in view:—

(i) The Plan initially may be drawn up branch/Section-wise for each calendar year, in December of the previous year to enable systematic identification of action points. For identification of major tasks of each Section, it will be useful to consult the latest Annual Report.

(ii) The focus of the Action Plan is on the work of the Secretariat. In relation to the Section, the Action Plan should only indicate main tasks to be completed; the detailed implementation modalities, which are within the purview of the Section, need not be mentioned but would be discussed when the Annual Action Plan is reviewed.

(iii) Preparation of the Annual Action Plan involves identification-first of the items, then of goals and then of the intermediate phases to be completed in each month. It is important that in each quarter some identifiable milestones be recorded so that in review, the progress gets meaningfully evaluated with reference to these milestones. The milestones may be either in terms of actions like approval of an action, examination or drafting of a

report, holding a meeting or getting periodical returns/reports. In due course, as the Annual Action Plan becomes sufficiently detailed and comprehensive, the list of items can be standardised to a greater extent. Till then, the level of detail to which the Annual Action Plan can go will be the discretion of the concerned Joint Director/Director.

(iv) Once the goals are set, the primary action points identified, and quarterly milestones established, event precedent goals/action points (*i.e.* secondary action points) can be identified and milestones established.

2.6 Some Specific Points for Inclusion in the Plan:

(i) For all Sections drafting and reviewing of the Annual Action Plan itself will be an important action point. Inspection of Sections by the Head of the Section will also be an important action point. The Annual Action Plan of every Section should have following three components for every activity included therein:—

  (a) Quantitative targets, wherever possible.

  (b) Qualitative targets.

  (c) A separate section on new initiatives (self improvement) should be incorporated.

    Thus the Annual Action Plan shall be in three parts, *viz.* A. Quantitative, B. Qualitative and C. Innovative.

(ii) The following common items should be included in the Annual Action Plan of every Section:—

  (a) Weeding out of old records-the year upto which weeding out has been/is to be undertaken.

  (b) Preparation of Annual Action Plan.

  (c) Updation of records as per Manual.

  (d) Updation of website.

(iii) For Establishment/Personnel Section, the following action points may be included:—

  (a) Holding of annual D.P.Cs for the calendar year for promotions, confirmations, etc.

  (b) Filling of vacant posts.

  (c) Writing of ACRs.

  (d) The writing/updating of Index Cards and Service Books.

  (e) Settlement of pension cases, etc.

  (f) Preparation/updation of Recruitment and Promotion Rules.

  (g) Finalisation of Annual Seniority lists, etc.

  (h) Monitoring progress of Disciplinary cases, vigilance cases.

  (i) Staff welfare and grievance redressal measures.

(iv) Action points should include those arising out of the Rules/Manuals/instructions governing the procedures of that Section. In this connection, the procedures in the Rules of Procedure and Conduct of Business in Rajya Sabha, Directions by the Chairman, Rajya Sabha, Rajya Sabha At Work and the Manual of Office Procedure, Sectional Manual of Office Procedure need to be seen very carefully.

(v) Since processing of Legislative matters and Reporting and Publication of Debates are amongst the most important tasks of the Secretariat, all aspects related to this need to be reflected in the Annual Action Plan.

(vi) In Committee Sections, drafting of Reports, scrutiny of ATRs etc. would be obvious point for inclusion.

(vii) In Sections publishing documents at the end of each session e.g. Resume, Journal, Statistical information on Questions etc. these could be action points.

(viii) In most Sections, implementation of computerization and creation and updation of computerized data bases are likely to be important points. A circular issued by O&M Section to Sections to prepare their Annual Action Plan and the format of Annual Action Plan is given in **Annexure-I.**

    2.7 Review of the Plan: The Plan is more likely to produce a large number of small changes than any major dramatic change, but it is these small changes (at very little extra cost) that make administrative systems more cost-effective and

effcient. The following suggestions are made in this regard:—

(i) The review of the Plan will be held at Branch Officer (*i.e.* Joint Director/Director) level each quarter and copy of the review proceedings sent to the Joint Secretary concerned for information.

(ii) While reviewing the Action Plan, the milestones intended for achievement in the current quater should be quickly recapitulated so that effective steps can be taken for their achievement during the quarter.

(iii) The Annual Action Plan shall be reviewed by the concerned Joint Secretary in October each year and the status of Annual Action Plan shall be furnished to the O&M Section by the end of November.

(iv) The Annual Action Plan is a dynamic document. If during the course of review, it is found that either some milestone has not been recorded or has not been correctly formulated or that due to changed circumstances additional milestones are required to be included, the correction should be made. Similarly, goals or action points which arise during the year should also be included.

(v) The Annual Action Plan review is likely to reveal constraints to quicker achievement of goals. Identification of the constraint, if it can be quickly done, may be discussed in the Annual Action Plan review itself. Major constraints which require inter-Sectional coordination, etc. are not so easily amenable to resolution and may even require indepth study and analysis. As such, these should be discussed in Secretary-General's Annual review meeting and the decision and its implementation should be reviewed in the next review of the Annual Action Plan. Improved procedures resulting from inter-Sectional co-ordination etc. should be enforced and revised. Time frame for the achievement of milestones should also be noted, especially for inclusion in the Annual Action Plan. Such a procedure is likely to arise especially in financial and Personnel related matters, transactions with other organisations etc.

(vi) Status Report on Annual Action Plan should, wherever possible, include item brought forward from previous year/quarter, added during the year/quarter, disposed of and the pendency at the end of the period. This will provide an intelligible comparison.

(vii) The Annual Action Plan can be stored in the computer. A program is not needed. Standard software (MS Word or MS Excel) is sufficient. The advantage is that the decisions can be recorded and updated in the column next to the milestone column for each review.

(viii) In order to ensure immediate implementation of the decision, a copy of the print-out should normally be with the Section-in-charge concerned and a copy should also be retained by Branch Officer personally and reviewed during the next one week so that it is ensured that action on the lines decided in the review meeting is taken quickly by the Section. Others can be intimated by sending a copy by e-mail.

2.8 Time schedule for preparation of Annual Action Plan: The following time schedules should be observed:—

(i)	Issue of circular requesting Sections to submit the Annual Action Plan duly approved by Divisional Head	10th November
(ii)	Submission of first draft to O & M Section (in electronic form)	30th November
(iii)	Completion of scrutiny by O & M Section	15th December
(iv)	Final draft from O & M Section	31st December
(v)	Approval of Secretary-General	20th January
(vi)	Circulation of compiled Annual Action Plan to all Officers and uploading on Rajya Sabha website	25th January
(vii)	Submission of status of Annual Action Plan of 3 quarters *viz.* January-March, April-June, July-September duly approved by Divisional Head	15th November

CHAPTER-3

ANNUAL REPORT

3.1 Preparation of the Report: The first Annual Action Plan in the year 2001 was formulated using the Annual Report. The items and the performance under the subsequent Action Plans, have since been the main source for inclusion of items into the Annual Reports. The Action Plan and Annual Report are thus mutually reinforcing and need to be viewed as two aspects of the same process.

Work on preparation of the Annual Report should start in December of the year for which the Report is to be prepared, as soon as the Winter Session draws to a close. In certain matters, it may even be possible to start collection of routine information in the previous inter-session, *i.e.* in October and update it later.

The Annual Report should be informative and specific to facilitate the reader to have quantitative, factual or quantitative information, as per his needs. The following should be kept in view by each Section when it prepares its portion of the Report:—

(i) The pattern of the Report in previous year;

(ii) Work done should be in quantiative terms, with a comparision with the previous years' achievements and current year's targets;

(iii) Tabular statements should be preferred to running text;

(iv) Text should be brief, to the point and should be in the nature of analysis of the data included in the Report;

(v) Short-falls or higher achievements should be brought out in a separate paragraph. Since the purpose of the Report is informative and not punitive, shortfalls should be frankly analysed;

(vi) In case next year's program includes any new initiative, this may be briefly mentioned. Officers in-charge of the Section should ensure that their intended initiatives are mentioned even if they appear to be difficult to achieve;

(vii) The arrangement of sections should be in the same order as the Action Plan, and all achievements should be compared to the targets in the Action Plan.

A circular issued by O&M Section to Sections containing broad guidelines for preparation of Annual Report is at **Annexure-II** of the Manual.

3.2 Time Limits for preparation of Annual Report: The following time limits are expected to be observed for compilation of the Annual Report:—

(i)	Issue of circular by O&M Section requesting Sections to prepare Annual Report	20th December
(ii)	Submission of first drafts by Sections to O&M Section (in electronic/text form)	20th January
(iii)	Completion of scrutiny by O&M Section and return to concerned Section for changes/additions/deletion	31st January
(iv)	Final draft from Section	10th February
(v)	Draft Report for approval of Secretary-General	25th February
(vi)	Circulation to all Officers and Sections and uploading on Rajya Sabha website.	7th March

CHAPTER-4

INSPECTIONS

4.1 Purpose of Inspection: Periodical inspections will be undertaken for the purpose of identification of problems and constrainst within the Sections. The inspection is undertaken to:—

(i)   Check whether essential records of a Section are being correctly maintained and updated from time to time;

(ii) Find out overall state of affairs in each Section and to devise ways and means for improvement;

(iii) See whether the prescribed procedure and instructions and understood properly and followed intelligently;

(iv) Find out whether proper attention is being paid to quality of performance by Officers and staff during the discharge of their duties; and

(v)   Test the intrinsic soundness and utility of the procedures and to get reliable data for planning improvements.

The O&M Section facilitates inspections through an annual calendar and arranges to conduct additional inspection on sample basis to focus on:—

(i)   Due observance of all instructions issued for the conduct of work;

(ii) Simplification and reduction of labour, improvements in methods of work, etc;

(iii) Information management including review of reports and returns and efficiency of analysis of data;

(iv) Economy and rationalisation; and

(v)   Delegation and decentralisation of powers and authority.

Informal inspections by Joint Secretary in-charge of O&M and Secretary-General may also be done from time to time.

4.2 Inspection Calendar and Proforma: For the purpose of inspection, Sections have been classified into 2 groups *i.e.* Group I and Group II **(Annexure-III)**. Inspection of Sections included in Group-I will be carried out annually. While in case of sections in Group-II it will be carried out once in two years. In January each year, O&M Section will circulate the Inspection Calendar **(Annexure-IV)** specifying the names of Section and the Officer designated to inspect it. The Officer inspecting the Sections should be familiar with the functions of the Section but need not be currently posted there. Inspection should be scheduled for the intersession periods only, preferably after the Winter Session. Joint Secretaries may also inspect one or more important Sections under their charge. Inspecting Officers must:—

(i)   Conduct the inspection personally in the section premises itself;

(ii) Conduct the inspection in the presence of the Executive/Committee Officer/Assistant Director and the Deputy Director concerned;

(iii) Inspect the records systematically, locating linked and sequential records in order to ascertain adherence to procedures and proper record keeping, and mentioning the specific file or record inspected; and

(iv) Compare the procedures followed in the section and those given in the Manual of Office Procedure of the Secretariat and Sectional Manual of Office Procedure and advise section on the correct procedure. Where a procedure or record had been omitted from the Manual or is incorrect or the actual procedure is patently superior, this may be specifically mentioned both in the Inspection note in the covering letter to the Officer looking after O&M Section (as well as to Training Unit, in case the matter involves training).

The proforma of the Inspection Report is given in **Annexure-V** and the Section specific portion applicable to the Section should be used to ensure that the Inspection is to the point and purposeful. Wherever test checks are prescribed they should be done personally by the Inspecting Officer and properly documented, giving the file number/page number etc.

A report of inspection is to be submitted to O&M Section within 15 days of the inspection by the Inspecting Officer, with a copy to the Joint-Secretary supervising the Section concerned.

The O&M Section will submit the report on file to the Joint-Secretary incharge of O&M Section indicating the main points arising out of the inspection and deficiencies either in the inspection itself or detected during inspection. Important points detailed in inspection report are brought to the notice of the Secretary-General.

The inspection reports will be sent by O&M Section to concerned Sections, alongwith the observation of the Joint Secretary in-charge of O&M Section and of the Secretary-General. An action taken report will be sought from concerned Sections to be submitted by 31st December of the year. The information will also be incorporated into the Annual Report.

At the end of the year, a consolidated Section-wise summary will be prepared and submitted for information of the Secretary-General in the following proforma by 15th January of the next year.

Inspection Abstract

Name of the Section—

Date of Inspection and Inspecting Authority	Main points noticed by Inspecting Authority	Observations made by O&M Section	Recom-mendations for implementation, if any, speci-fying the time frame	Status Imple-mentation of reco-mmendations, whether imple-mented within the set time frame or not	Supplementary recommen-dations
1	2	3	4	5	6

4.3 Surprise Visits: In addition to regular Inspection, Deputy Director/Joint Director and Director must pay surprise visits to Sections under their charge at least *once a month* in order to:—

  (i) Check attendance;

 (ii) Assess undealt receipts etc. with dealing hand;

(iii) Enforce systematic record keeping and filing;

(iv) Ensure neatness, tidiness and for informed feedback on staff welfare and problems; and

 (v) Ensure that computer systems are functional and are not being misused.

CHAPTER-5

JOB ANALYSIS

5.1 Job Analysis: The object of job analysis or work study is to study the work load of employees and to set up a norm and standard on scientific basis for distribution of work amongst the staff.

O&M Section acts as a Work Study Unit and studies the following:—

(i) Organizational structure, methods of work and procedures of the Sections;

(ii) Staffing pattern *vis-a-vis* administrative efficiency during session and inter-session;

(iii) Standards of performance and norms of work in respect of different Sections; and

(vi) Norms for human resource recruitment and deployment.

5.2 Proposal for Work Study: As per established convention, if need for an assessment of work load in any Section/ Service is felt, a detailed proposal to conduct work-study is required to be submitted to O&M Section through Personnel Section. The proposal should *inter-alia* contain the following information:—

(i) Main activities of the section/service;

(ii) Problem areas faced by the Section/service;

(iii) Workload of three consecutive years showing items of work being handled by each staff member;

(iv) Staff position (Sanctioned/Existing);

(v) The level of posts and number of posts required to be considered for creation along with the descriptions of jobs that need to be performed by the proposed level of cadre in the Section/Service;

(vi) Any other information;

(vii) The requisite data should be approved by the concerned Divisional Head.

5.3 Aim of the Study: The purpose of the study is to:—

(i) Make a realistic assessment of the quantum of workload being dealt with by the Section/Service and to make suitable recommendations for man hour utilization;

(ii) Facilitate allocation of jobs on the basis of equitable distribution of the work involved so that optimum utilization of each employees is made;

(iii) Assist in preparing realistic scheduled of work by relating reasonably accurate assessment of human work to the job requirements;

(iv) Evaluate the actual achievements of workers *vis a vis* expected performance; and

(v) Enable the preparation of the estimated enhancement/reduction of staff strength wherever expansion or contraction in quantum of work takes place.

5.4 Methodology and Techniques adopted for the Study: Work-study/work measurement primarily provides objective measuring methods to evolve and control the specified targets of any organization. The Bureau of Indian Standards (BIS) have defined work study/work measurement as **"the application of techniques to establish the time for a qualified worker to carry out specified job at a defined level of performance."**

The basis procedure adopted in work measurement of a Section/Service is summarized as below:—

(i) **Analyse** —According to this method, select the work and the workers for study record of all relevant facts about them and break the job into elements or motions.

(ii) **Measure** —*i.e.* record time for each element or motion.

(iii) **Rate** —*i.e.* assess the speed and effectiveness of performance of the worker.

(iv) **Allow** — *i.e.* compute and add additional time to the basic time to cover personal needs and recuperation of lost energy of the worker, contingencies etc.

(v) **Synthesize** — *i.e.* compile the basic time and allowances for each element of the job to arrive at the specified time for the job.

5.5 Techniques of Work Measurement: The following techniques of work measurement are applied:—

(i) **Time study** —It is one of the oldest techniques and entails the direct observation of work while it is being performed. This technique is more suitable for studying where repetitive kind of work is involved.

(ii) **Synthesis/Synthetic data** — This is a technique for building up the time for a job or parts of a job at a defined level of performance by totaling elemental times obtained previously from time studies on other job containing the elements concerned, or from synthetic data. This technique can be applied to both repetitive and non-repetitive type of work.

(iii) **Pre-determined Motion Time System (PMTS)** —This is a technique whereby time established for basic human motion is used to build up the time for a job at a defined level of performance. PMTS is primarily based on the theory that manual work consists of different combinations of a relatively small number of basic motions. The time required for skilled workers to perform any of these basic motions is fairly constant. Therefore, by synthesis, it is possible to construct patterns of basic motions for such work, and to built time values for the performance of the work by totaling the individual basic motion time. This technique is most suitable for short cycle highly repetitive type of work.

(iv) **Analytical estimating** —This is a technique whereby the time required to carry out elements of job at a defined level of performance is estimated partly from knowledge and practical experience of the elements concerned and partly from synthetic data and/or actual time study data. This technique is used for measuring known repetitive type of work when it is not possible to compile sufficient data to enable basic time to be synthesized for all the elements involved. This technique is slightly less precise as greater reliance is placed on judgement of the estimator, but it has the advantage of producing quicker results.

(v) **Activity sampling or self-logging** —This is a technique is which a large number of observations are made over a period of time of one or of a group of machines, and the percentage of observations recorded for a particular activity or delay is regarded as a measure of the percentage of time during which the activity or delay occurs. In this technique, time spent on work is considered as being made up of a number of individual movements, during each of which a particular state of activity/delay prevails. From direct observations of a sample can be used to estimate within quantifiable limits the proportion of job time being occupied by each type of activity and delay recorded. The technique is suitable where it is not possible to establish time through other techniques due to heterogeneous nature of work or certain types of office work.

In view of the peculiar nature of the work involved in work measurement studies in Section/Service of Rajya Sabha Secretariat, a pragmatic approach containing combination of the different techniques *i.e.* analytical estimating, sythesis, time study and activity sampling are adopted while preparing the report. With the help of the data thus obtained, the entire workload of Section/Service is quantified in terms of man hour[(As prescribed by Staff Inspection Unit (SIU), Department of Expenditure, Ministry of Finance and placed at **Annexure-VI].** A 15% of these man hours are added up as miscellaneous allowance for calculating the annual workload count and thereafter the actual workload increase of the Section is assessed and the eventual requirement of additional manpower is analyzed for Section/Service.

RAJYA SABHA SECRETARIAT

(O&M SECTION)

No.   RS.3/1/20 -O&M   Dated the   December, 20

CIRCULAR

Subject: Preparation of Branch/Section-wise Annual Action Plan for the year-2009.

Under paragraph 16.5.4 of the Manual of Office Procedure, Branch/Section-wise Annual Action Plans are to be drawn up for each calendar year in December of the previous year to enable systematic identification of action points.

2. As decided last year, Annual Action Plan of each Section should have following 3 components for every activity therein:

- Quantitative targets, wherever possible, be fixed/mentioned.

- Qualitative targets be prescribed for other items.

- A separate section on new initiatives (self improvement) should be incorporated.

Thus the Annual Action Plan shall be in three parts, *viz* A. Quantitative, B. Qualitative and C. Innovative.

3. Following common points should be included in the Annual Action Plan of every Branch/Section:—

 (i)   Weeding out of old records — The year upto which weeding out has been/is to be undetaken should be mentioned.

 (ii) Preparation of Annual Action Plan itself.

 (iii) Updation of records as per Manual.

 (iv) Updation of website.

 (v)   Quarterly reports on the summary of work done by Committees-(only for Committee Sections).

4. Status Report on Annual Action Plan should, wherever possible, include number of items brought forward from previous year/quarter, added during the year/quarter, disposed of and pendency at the end of the period. This will provide an intelligible comparison of the work done by the Branch/Section in a year.

5. All Branches/Sections should examine the viability/modalities of bringing out a publication containing important decisions taken regarding their working and also another publication containing activities being undertaken by the Branch/Section and who is to perform them in the concerned Section.

6. A copy of the format for preparing Annual Action Plan is enclosed.

7. Duly approved Annual Action Plan may be sent to O&M Section in hard copy as well as through e-mail to *rsom@sansad.nic.in* latest by **26th December, 20.**

8. The Secretary-General will subsequently review the Action Plans of the Secretariat.

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(   )

Joint Director

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To

   All Officers/Sections, Pay & Accounts Office

FORMAT OF ANNUAL ACTION PLAN

NAME OF THE SECTION

S.No.	Item	Targets	January-March	April-June	July-September	October-December
1.		QUANTITATIVE				
		QUALITATIVE				
		INNOVATIVE				
2.						
3.						
4.0						

RAJYA SABHA SECRETARIAT

(O & M SECTION)

No. RS.4/2/20/O&M   **Dated the   December, 20...**

CIRCULAR

Sᴜʙᴊᴇᴄᴛ**: Compilation of Annual Report for the year 2008.**

  The Annual Report on the working of the Rajya Sabha Secretariat for the year 2008 is required to be compiled immediately after the efflux of calendar year. The Officers-in-charge of each Branch/Section and the Pay & Accounts Office, of the Secretariat are, therefore, requested to prepare the Report of the activities undertaken during the year 2008 and furnish the same to O&M Section. **While preparing the Report, all Sections are requested to keep in view the provisions given in Para 16.6.1 (enclosed) of the Manual of Office Procedure and the format of the Report for the year 2007. Goals and objectives of the Section achieved during the year should be clearly delineated.**

  2. The Report duly approved by the concerned Divisional Head may be sent to the O&M Section in hard copy as well as through e-mail to *rsom@sansad.nic.in* by **7th January, 20... positively.** It is also requested that margin, font size, tables, etc. should be according to the pattern given in the Annual Report, 2007.

                       Executive Officer

To

 All Officers/Sections

 Pay & Accounts Office

GROUP-I

(Sections to be inspected annually)

1. Research & Library Section
2. Committee Section (Subordinate Legislation)
3. Committee Section (Petitions)
4. Committee Section (Govt. Assurances)
5. Committee Section (COPLOT)
6. Committee Section (Commerce)
7. Committee Section (Industry)
8. Committee Section (HRD)
9. Committee Section (H&FW)
10. Committee Section (PPG)
11. Committee Section (T & T)
12. Committee Section (HA)
13. Committee Section (S & T)
14. Committee Section (MPLADS)
15. Committee Section (Eithics)
16. Committee Coordination Section
17. Sales & Archives Section
18. Stores Section
19. Establishment (Accounts) and Budget Section
20. Notice Office
21. Establishment (General) Section
22. M.A. Section
23. I.T. Sections (H&S)
24. Table Office
25. Lobby Office
26. Training Cell
27. Bill Office
28. Personnel Section
29. Conference & Protocol Section
30. Distribution Section
31. Audit Section (P&AO)

32. Accounts Section (P&AO)

33. O&M Section

34. Question Branch

35. G.A. Section

36. M.S. & A Branch

37. Legislative Section

38. Finance Cell

39. RTI Cell

40. Recruitment Cell

41. Media, Education and Audio-Visual Unit

42. Rajbhasha Prabhag

GROUP-II

(Sections to be inspected once in two years)

1. Editing (Hindi) Section

2. Translation Section-I

3. Translation Section-II

4. Translation (Committee-I) Section

5. Translation (Committee-II) Section

6. Interpreters' Section

7. Editing (English) Section

8. Printing Section-I

9. Printing Section-II

10. Parliamentary Security Office

11. Reporters' Section

12. Stenographers' Pool

13. Synopsis Section

14. English Debates Section

15. Translation (OIH) Section

16. Digitization and Hindi Website Updation Cell (newly created Section)

RAJYA SABHA SECRETARIAT

(O & M SECTION)

No. RS.6/1/20-O&M   **Dated the   Decemeber, 20...**

OFFICE MEMORANDUM

SUBJECT**: Annual Office Inspection — 2008**

As per para 16.8 of the Manual of Office Procedure, Inspections of sections of the Secretariat are to be carried out periodically. For the purpose of inspection of sections have been divided into two groups, *i.e*., Group-I and Group-II. Inspection of sections included in Group-I is to be carried out annually. While for sections in group-II, it is biennial. Inspection of 35 sections of Group-I for the year 2007 was carried out in 2008. Therefore, this year inspection of all sections is due. Inspection of all sections mentioned in Group-I and Group-II are to be carried out during inter-session period, *i.e.*, by 15th February, 20....

2. The inspection schedule showing the names of the Officers and Sections to be inspected is attached herewith for information of the Sections. Inspecting Officers are requested to decide the date in consultation with the Branch Officer (Director/Joint Director in charge), of the section to be inspected to conduct the inspection within the stipulated time.

3. Inspecting Officers are requested to —

(i) Conduct the inspection in the Section premises itself, personally, and in the presence of the Section-in-charge and the Deputy Director/Joint Director concerned;

(ii) inspect the records systematically, locating linked and sequential records in order to ascertain adherence to procedures and proper record keeping, and mentioning the specific file or record inspected. **Officers are also requested to examine whether the file numbering system followed in the Section is in accordance with what is prescribed in Chapter V of the Manual of Office Procedure of Rajya Sabha Secretariat; and**

(iii) Go through the previous year's Inspection Report of the Section and compliance report thereon and comment on each item therein as to whether compliance was adequate or not.

4. Inspection is a diagnostic measure to bring procedural improvement through it and not simply an annual routine affair. Therefore, instead of addressing routine issues like shortage of staff strength and lack of proper accommodation, Inspecting Officers may concentrate on other aspect of the functioning of Sections and implementation of Record Management, as well as beautification of offices and cleanliness of the premises.

5. The inspection note may be sent in the attached proforma** by the Inspecting Officers. **Inspection Proforma can also be downloaded from the Rajya Sabha website under the link 'Download Inspection Proforma'.**

6. All Inspecting Officers are requested to kindly complete the inspection as per schedule and forward the inspection note immediately thereafter, latest by **15th February, 20....** with a copy to Joint Secretary, supervising the Section concerned as envisaged in the Manual of Office Procedure.

**The Inspection Proforma would be sent to the concerned Inspecting Officers separately.

7. **Inspecting Officers are also requested to attend the meeting with Divisional Head of O&M Section at 3.30 p.m. on 23rd December, 20... in Committee Room 'A' in Parliament House Annexe about the purpose of Inspection.**

(   )

Joint Director

To

•**Office of S.G./Secretary**

•**Office of all Divisional Heads**   **For information only**

•**All Officers**

•**All Sections and Pay & Accounts Office**

LIST OF INSPECTING OFFICERS FOR INSPECTION-20...

S.No.	Name of Officer	Designation	Name of Section to be Inspected

INSPECTION PROFORMA

PART-I

*GENERAL

Name of Section/Office

Date of last inspection and period of inspection

Date of present inspection and period of inspection

Action taken on last inspection *(please specify item-wise)*

1. STAFF

Sanctioned Strength

Existing Strength

Vacant or unfilled posts

Reasons for (3)

2. ATTENDACE

(1) Is the attendance register being maintained properly?

(2) Is it being submitted to officers punctually in the morning?

(3) Is the casual leave register maintained and is up to date?

3. RECEIPTS

(1) Are the registers of ordinary and important/immediate cases

  (i) Being maintained properly.

  (ii) Up to date?

(2) Are Assistant's Diaries

  (i) Maintained by every dealing hand in proper form?

  (ii) Up to date? *(to be test checked)*

  (iii) Properly maintained and entries regarding final disposal of receipts made? *(Please test check diaries of all Assistants)*

(3) Whether the final disposal of the receipts checked regularly?

(4) Is Reminder diary maintained regularly? (*Please check diaries of all Assistants and of E.O.*)

(5) Is register of U.O. references maintained?

(6) Are despatch Register and Peon Book properly maintained?

4. WEEKLY ARREARS REPORTS

(1) Are these being prepared in the form prescribed?

(2) Being submitted to officers on the first working day of every week? If not, reasons thereof?

---

*Not applicable to Translation Sections, Stenographers' Pool, Watch and Ward Section and Interpreters' Section.

(3) What is the state of arrears on the day of inspection? *(Test check with diary register and Assistant Diary)*

(4) Reasons for arrears, if any?

(5) Steps taken by the Section in-charge to clear the arrears.

(6) Latest arrears report to be test checked and result recorded. *(Test check with diary register and Assistant Diary)*

(7) Suggestions for preventing future accumulation of arrears.

5. RETURNS/STATEMENTS

(1) Is a chart available in the office indicating returns/statements received in the Section?

(2) Is a similar chart available in respect of returns/statements Submitted by the office?

(3) Does the sample check disclose that the statements have been received or sent on the due dates? If not, what is the amount of delay and reason(s) therefor?

(4) Any suggestion for improvement?

6. OPENING OF FILES AND RECORDS

(1) Is list of standard Heads properly maintained?

(2) Are files opened under appropriate standard Heads? *(to be test checked)*

(3) Are titles of files precise and expressive of the subject matter dealt with? *(to be test checked)*

(4) Is file-opening register maintained properly?

(5) Are the records in the Section properly arranged and referenced?

(6) Are part files properly merged into main file? *(Please test check at random from the files)*

(7) Is the system of docketing page numbering, filing, referencing on notes & drafts being properly followed? (please check 10 files and give details citing file no.)

7. STANDING GUARD FILES/REFERENCE RULES BOOKS

(1) Number of standing guard files prepared as per the Office Manual. *(specify subject-wise)*

(2) Whether any new decision has been incorporated in the relevant guard file(s)?

(3) One of the guard file to be test checked and results recorded?

(4) Are all necessary reference books available and maintained up to date?

(5) Whether copies of Acts/Rules Manuals utilised by the Section are maintained up to date with amendment slips pasted? *(please specify Acts/Rules)*

(6) Whether Precedent Registers have been maintained properly? *(test check)*

8. QUALITY CONTROL

(1) Is distribution of work among dealing Assistants fairly even?

(2) Are dealing Assistants rotated to different items of work or allotted the same work year after year?

(3) Any dealing person doing the same work for more than 3 years; if so:—

   (i) Reasons

   (ii) Remarks of Inspecting Officer

(4) Types of receipts/cases, if any, dealt with by Section in-charge himself.

(5) Classes of cases disposed off by Section Officer finally.

(6) Any suggestions for further delegation?

(7) Make a study of a few recently closed and representative cases and give your comments *(citing file no.)* on the following points:

   (i) Are acknowledgement or interim replies sent where necessary?

   (ii) Have you come across any instances in which action could have been expedited by suitable directions by the Branch or higher officers at the dak stage?

   (iii) Quality of noting/examination of cases:

      (a) At Assistants level

      (b) At E.O./U.S. level

   (iv) Any instances of delays in inter-office consultations?

9. RECORD MANAGEMENT

(1) Is a Register of files for record maintained upto date in the Section?

(2) Whether the files have been categorised as class I, II, III, IV or V taking into account the retention period? (*test check whether categorization is correctly being done*)

(3) Is the record being regularly eliminated/weeded out at regular intervals? When was the last weeding done?

(4) No. of records

   (i) Consigned

   (ii) Weeded out

  During the last two years may be specified.

(5) Whether elimination Register has been maintained and entries been kept up to date?

(6) Any records requiring weeding still lying in the Section?

(7) Is the room provided with adequate racks etc.?

10. COMPOSITION

(1) What is the computer hardware available? How well is it being used?

(2) Which are the software packages available? To what extent are they in use? (*give software-wise position*)

(3) How frequently is 'E-mail' facility is used for exchanging information?

(4) How many Staff/officers are trained to operate software and E-mail? (*please specify*)

11. GENERAL

(1) Accommodation and seating arrangement.

(2) Condition of furniture and equipment.

(3) Cleanliness etc.

(4) Fire fighting arrangement.

(5) Telephone registers.

PART-II

12. SPECIAL PROCEDURES

(This portion is submitted separately in the Inspection Proforma of concerned Sections and attached as Annexure).

PART-III

13. CHECKS ON DELAY

(1) Average time taken in:

   (i) Issuing of financial sanctions etc. (*please also cross check with receipt of cheques and receipt of APRs and record average times for one month*)

   (ii) Processing of various types of cases (*please specify according to types of office inspected*)

(2) Whether Annual Action Plan has been prepared and is being reviewed monthly (*check record of monthly review*)

PART-IV

SUMMING UP

14. Brief recapitulation of defects or shortcomings noticed and any other suggestions which the Inspecting Officer may have to make.

15. Suggestions for improvement from the staff of the Section including views of the Inspecting Officer thereon.

16. A general assessment of the performance of the Section with particular reference to the picture revealed during last inspection.

17. Any points which require the attention of the O & M/Training Unit.

<div style="text-align: right">

Signature of Inspecting Officer

Designation

Date

</div>

PART-II

12. SPECIAL PROCEDURES

BILL OFFICE:

(1) Is the 'Central Bill Register' maintained properly?

(2) Does the Section maintain the 'Detailed Bill Register' each for Govt. and Private Members' Bills separately, properly? (*test check*)

(3) Is the weekly statement of 'Progress of Bills' being Bulletinised regularly during session? (*test check*)

(4) Are entries upto date? (*test check*)

(5) Are files of Bills lapsed being weeded out regularly?

(6) Are Bills scrutinized adequately using standard process sheets? (*test check 3 cases where detailed scrutiny was done*)

(7) Is the Bills software being used? Is the database up to date?

SIMULTANEOUS INTERPRETATION SERVICE:

(1) Are the log book and duty roaster maintained and up to date?

(2) Are the interpretation boots (all three) fitted with adequate equipments?

(3) Whether practice sessions and trainings have been conducted periodically for sharpening simultaneous interpretation skills?

(4) Is the work relating to culling out the 'Rulings of the Chair' done timely by the regional language interpreters and sent to Research and Library Section for publication?

LEGISLATIVE SECTION:

(1) Whether session-wise files/folders relating to the following are properly maintained:

  (i) Order of summoning and proroguing

  (ii) Summons to Members

  (iii) Calendars of Sittings

(2) Whether year-wise file relating to Motion of Thanks on Presidents Address and Notice of amendments thereto are maintained?

(3) Whether the following register and session-wise folders relating to notices for : (i) Special Mention (ii) Zero Hour Submissions (iii) Calling Attention (iv) Short Duration Discussions (v) Resolutions (separately for Private Members, Govt. and Statutory Resolutions) (vi) No day yet named Motion (vii) Govt. and Statutory Motions?

(4) Whether (i) Privileges Notice Register has been kept up to date (*test check with file*) (ii) Privilege cases Register is kept up to date (*test check with files*) (iii) Whether items for Privileges Digest are being periodically prepared?

(5) Whether Register of Reports of Comptroller and Auditor General of India laid on the Table of Rajya Sabha maintained?

(6) Whether year-wise files of cases of arrest and detention of Members is systematically kept?

(7) Whether up to date copy of Rules of Procedure is kept and Master Copy of Reports of Rules Committee are kept carefully and   systematically?

(8) Whether tentative list of Govt. Business is notified before commencement of each session? (*test check*)

(9) Whether publication counter is receiving and distributing publications/reports etc. to members and maintaining adequate record? (*please check for old publications and out of stock publications*)

LOBBY OFFICE :

(1) Whether Member-wise files for leave of absence is maintained and processed as per rules?

(2) Whether Member's Attendance Register is properly kept as per allotted division numbers at the commencement of each session and whether daily record of attendance is sent to MS&A Section?

(3) Whether session-wise journals are being brought out promptly within 15 days of the termination of each session?

(4) Whether video recording of sittings is systematically transferred to CDs and record maintained of copies received distributed, including copies sold to Members?

(5) Whether pre-session rehearsal and post session Inspection is systematically documented?

(6) Whether Inspection of Chamber and Lobbies is being done systematically in inter sessions and follow up measures taken?

NOTICE OFFICE :

(1) (i) Whether register recording complaints in respect of working of CCTV maintained?

 (ii) Whether Chapter 8 'Stores' of General Financial Rules have been followed in purchase of Stores? (*please cross check*)

 (iii) Have the procedures of financial orders and sanctions been followed in respect of files etc.? Are copies of sanction orders sent to Audit Office and currency of sanctions observed?

(2) Whether following Registers are maintained correctly and up to date:

 (i) Register of Permanent Cards to Press Gallery;

 (ii) Register of Photo-diplomatic Cards;

 (iii) Register of Passes for Public Gallery;

 (iv) Register of General Photo Pass for PA/PS of MPs;

 (v) Register of Parking Labels;

 (vi) Register of Photo-identity Cards for Officers and Staff;

 (vii) Register of Temporary General Pass; and

 (viii) Casual Labour Register.

(3) Whether the following Registers of Notices are maintained correctly and up to date:

 (i) Private Members Bills;

(ii) Notice of Amendment to Bills;

(iii) Private Members Resolutions and Amendments;

(iv) Statutory Resolutions and Amendments;

(v) President Address;

(vi) Notices of Motions;

(vii) Short Duration Discussions;

(viii) Starred/Unstarred Questions/Short Notice Questions;

(ix) Half-an-Hour Discussion;

(x) Calling Attention Notices;

(xi) Special Mention;

(xii) Zero Hour;

(xiii) Exchange Order Register; and

(xiv) General Diary Register.

(4) Whether Notice Office software is properly utilized for registering notices?

QUESTIONS BRANCH :

(1) Whether sufficient stock of blank notices for question were available before the start of the last session?

(2) Whether year-wise folders has been kept for bulletins issued by the Section during the year?

(3) Whether diaries for registration of question notices and of admitted question maintained on prescribed proforma?

(4) Whether Ballot Draw Sheets are kept session-wise for Starred and Unstarred Questions in separate folders? Whether any case has come to notice where the notice of a member was not included in draw of lots?

(5) Whether session-wise Register of Admitted Questions are maintained for Starred and Unstarred Questions?

(6) Whether information of disallowed intimations were sent well in time so that the Member was able to represent?

(7) Whether session-wise statistical information and subject pamphlet booklet are being prepared timely?

(8)   Whether precedent register is kept regarding observation/rulings by Chairperson during Question Hour?

(9) Whether the time schedule for scrutiny, provisional admissions finalisation, checking and circulation of printed list has been adhered to?

(10) Whether coordination with Translation Section for translation of question was adequate?

(11) Whether computerised data base of questions and answers is properly maintained and liaison maintained with Ministries? (*test check for any 5 sessions*)

(12) Whether register of notices for Half-an-hour Discussion is maintained and updated?

REPORTERS SECTION :

(1) **Reporting of Sitting of House:**

(i) Whether separate roster for Hindi and English Reporters are prepared in advance for each sitting and against on recommencement of sitting.

(ii) Average time taken by English and Hindi Reporters in transacting their turn.

(iii) Average number of hours each day (per session) between adjournment and completion of uncorrected debate.

(2) **Coordination between Reporters and Synopsis:** Whether Reporters transcript is being sent to Synopsis Branch regularly each hour after entry in register?

(3) **Reporting of Committee Proceedings:**

   (i)   No. of occasions on which reporting or Committee proceedings took place during session.

   (ii)   Average time taken in reporting or Committee proceedings:

       (a) in inter-session

       (b) during session

   (iii)   Whether Reporters were called to give verbatim report of Committee proceedings in a matter which in the opinion of the Inspecting Officer, was either unnecessary or a summary would have sufficed? (*give instances*)

TABLE OFFICE:

(1)   Has session-wise 'Minutes Book' been maintained properly? (*random check may be done to ensure that Minutes Book appropriately reflects the proceedings of the House*)

(2)   Is statement showing party position in Rajya Sabha is prepared before every session?

(3)   Is allocation of seats in the Chamber made before every session and Division List prepared accordingly?

(4)   Is the List of Members of Rajya Sabha showing their permanent/Delhi addresses and telephone nos. etc. and alphabetical list of Members prepared and issued to Members/Officers/Sections of the Secretariat before each session?

(5)   Are registers showing vacation of seats and term of office up to date?

(6)   Whether register of oaths/affirmations have been properly maintained? (*please cross check*)

(7)   Whether session-wise Lists of Business and Bulletins have been properly maintained and kept carefully in bound volumes for permanent record?

(8)   Whether cases under Anti-Defection Rules have been properly recorded and maintained?

(9)   Has a register been maintained showing the details of the Reconstitution of various Standing Committees and constitution of panel of Vice Chairmen?

(10)   Is the Resume of a session printed and circulated before the commencement of the next session? If there is delay reasons?

(11)   Is record maintained of obituary reference of Members?

(12)   Are folders of year-wise Minutes of Business Advisory Committee maintained systematically?

(13)   Is precedents register maintained on prescribed format?

(14)   Is the Press Counter properly maintained and are Parliamentary papers being made regularly available to Press persons in sufficient quantities?

(15)   Whether Members MIS software is being used and kept up to date?

   *COMMITTEES SECTION (Subordinate Legislation, Petitions, Govt. Assurances, COPLOT, Commerce, H&FW, Home Affairs, HRD, Industry, PPG, S&T, T&T, Ethics, JPC on Wakf, MPLADS):

   (1) **Accounts and Financial Procedure**: The following may be subjected to test checks and results given in the relevant column with details of test checks done:

     (a) Have the procedures of financial orders and sanctions been followed?

     (b) Is the Section maintaining a register indicating the particulars of Exchange Order Forms issued to the Members while on tour?

     (c) Are copies of sanction orders sent to Audit Office and currency of sanctions observed?

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* In addition to these common entries meant for Committee Sections following questions will be included in the Inspection Proforma of Committee Section (Petitions) every year:—

   (i) whether register of report of Parliamentary Committees laid in Rajya Sabha is maintained?

   (ii) whether year-wise files and folders of constitution of Department-related Committees are properly maintained and list of Committee membership is continuously updated, timely?

(2) **Registers:**

(a) Is a register giving details of the meetings of the Committee and its sub-committees maintained?

(b) Is there a Register of Reports presented by the Committee?

(c) Whether a register is maintained showing the details of 'On-the-spot' study tours conducted by the Committee/Sub-Committees?

(d) Are Registers required under Chapter XII of Office Manual maintained up to date? (*please specify which are maintained and which are not)*

(3) **Store and Stock:**

(a) Is stock position of previous reports of the Committee maintained? If so, attach a separate list showing the details of no. of copies in Hindi and English, Report-wise?

(b) Is supply of stationery adequate?

(c) Is the quality of stationery good?

(4) **Whether the following Guard Files are maintained:**

(a) Membership of Committee and Sub-Committee;

(b) Tour programmes and tour notes; and

(c) Minutes copies.

(5) Whether Committees Software being used by the Section and all notices etc. are issued out of the software?

COMMITTEE COORDINATION SECTION:

(1) **Accounts and Financial Procedure:** The following may be subjected to test checks and results given in the relevant column with details of test checks done:

(a) Have the procedure of financial orders and sanctions been followed?

(b) Is the Section maintaining register indicating the particulars of Exchange Order Forms issued to the Members while on tour?

(c) Are copies of sanction orders sent to Audit Office and currency of sanctions observed?

(2) **Registers:**

(a) Is a register giving details of the meetings of the Committee and its Sub-Committees maintained?

(b) Is there a Register of Reports presented by the Committee?

(c) Whether a register is maintained showing the details of 'On-the-spot' study tours conducted by the Committee/Sub-Committees?

(d) Are Registers required under Chapter XII of Office Manual maintained up to date? (*Please specify which are maintained and which are not)*

(3) **Store and Stock:**

(a) Is stock position of previous reports of the Committee maintained? If so, attach a separate list showing the details of no. of copies in Hindi and English, Report-wise?

(b) Is supply of stationery adequate?

(c) Is the quality of stationery good?

(4) **Whether the following Guard Files are maintained:**

(a) Membership of Committee and Sub-Committee;

(b) Tour programmes and tour notes; and

(c) Minutes copies.

(5) **Whether Register of Reports of:**

    (a) Parliamentary Committees laid in Rajya Sabha is maintained.

    (b) Comptroller & Auditor General laid in Rajya Sabha is maintained.

(6) Whether year-wise files and folders of constitution of Department-related Committees are properly maintained and list of Committee membership is continuously updated, timely?

(7) Whether Committees Software being used by the Section and all notices etc. are issued out of the software?

(8) Whether the Section is coordinating the Committee software and for this purpose is:

    (a) Maintaining Committee-wise guard files of notices of meeting, tours etc.

    (b) Maintaining guard file of Membership changes.

    (c) Monitoring that Committee software data on meetings and tours is being done by respective Committee Section.

    (d) Keeping Committee membership data under the software up to date.

    (e) Maintaining Committee software complaints register.

CONFERENCE AND PROTOCOL SECTION:

(1) **Registers:**

    (a) Is register for issue of Diplomatic Passports/Visa notes etc. maintained properly?

    (b) Is the register showing the account of foreign exchange released to individual Members maintained properly?

    (c) Is a record of total foreign exchange released maintained?

    (d) Is the stock register of gifts and other items maintained properly?

    (e) Whether yearly stock checking is being carried out and if so, whether the objections have been attended if any together, with details?

    (f) Is register showing the names of Members/official departed for visits abroad is maintained?

    (g) Whether marks given by visiting delegations during their visits to official gallery brought to the notice of Secretary-General/Chairman?

(2) **Accounts and Financial Procedure:** The following may be subjected to test checks and results given in the relevant column with details of test checks done:

    (a) Have the procedures of financial orders and sanctions been followed?

    (b) Are copies of sanction orders sent to Audit Office and currency of sanctions observed?

M.A. SECTION:

The following may be subjected to test checks and results given in the relevant column with details of test checks done:

(1) Is a register showing details of the meetings of the House Committee, viz. major decisions taken, no. of meetings, duration of meetings, etc. maintained?

(2) Is there a booklet showing the latest amendment to the amenities accorded to Members and is being updated regularly?

(3) (a) Is 'Accommodation, SQ and Garage Application Registers' maintained properly?

    (b) Is the 'Residence Allotment Register' maintained properly?

    (c) Is the 'Accommodation Court Cases Register' maintained properly? How many cases are pending on the day of inspection?

    (d) Does the Section put up the Register of Complaints to Dir. (MA) to monitor progress of disposal of complaints daily?

(e) Is the register of allotment of accommodation for guests and marriages maintained and up to date?

(4) (a) 'Is Telephone Allotment Register' maintained properly?

(b) Is a proper liaisoning maintained with the MTNL and follow up?

(c) Was action initiated promptly with required to accommodation telephone and other facilities of newly elected Members and retiring Members? *(test check 3 cases each)*

(5) Is the Register of CGHS maintained properly?

MS & A BRANCH:

(1) The following may be checked on sample basis to see whether they are up to date:

(a) Personal file of Members to see proper processing of declaration of usual place of residence.

(b) Identity Card Register.

(c) Salary Bill Registers for Offices of the House and Members.

(d) Salarly Bill Registers of PAs to MPs.

(e) TA/DA Bill Registers and Transit Registers.

(f) Exchange Order Registers.

(g) Refreshment Bills Registers.

(h) Budget and Expenditure Control Registers.

(i) Members' Telephone Bill Register.

(j) Members' Water & Electricity Bill Register.

(k) Members' Medical Bill Register.

(l) Conveyance Advance Register and files.

(m) Proper processing of pension cases of ex-MPs.

(n) Processing of railway claims of MPs. and ex-MPs.

Entries are to be cross-checked with corresponding files (*mention files checked*) and results recorded.

(2) Whether Member TA-DA software is being used? (*test check 5 cases and record results*)

(3) Whether PAO 2000 is being used to record sanctions and expenditure?

ESTABLISHMENT (ACCOUNTS) AND BUDGET SECTION:

(1) **Accounts and Financial Procedure:** Whether the following registers are maintained on the prescribed format and updated regularly:

(a) Pay Bill Register (*cross check with pay fixation and increment orders received from Estt. (G) Section*)

(b) HBA Register (*cross check with sanction folders on HBA*)

(c) CEA Register

(d) TA/DA Register

(e) Conveyance Charges Register

(f) LTC Register

(g) Other Loans & Advances Register

(h) GPF Advance/Withdrawal Register

(i) Recovery of Non-official Dues Register

(j) Contingent Bills Register

(k) OTA Bills Register

 (l) IA Invoices Register

(m) Cheques Register

(n) Challan Register

(o) Cash Register.

(2) **Establishment Matters:** Whether year-wise sanctions folders are maintained for sanctions under various heads and Sl. no. of entry made in the margin of the sanction for cross reference?

(3) **Store and Stock:** Whether records have been audited and audit notes and draft paras attended to year-wise notes and paras raised, settled and pending be given and cases of unnecessary delay in this respect be specified?

(4) Whether PAO 2000 software is being used for recording sanctions and expenditures?

ESTABLISHMENT (GENERAL) SECTION:

(1) **Service Books:**

(a) Whether all necessary entries have been made from time to time in Service Books? (*test check*)

(b) Whether all certificates required have been recorded in the Service Books? (*test check*)

(c) Whether documents required to be placed in Vol II of the Service Books have been made? (*test check*)

(d) Whether nominations have been entered in the Service Book on the prescribed form and kept in safe custody? (*test check*)

(e) Whether annual verification of service is being done and signatures of official obtained? (*test check*)

(2) **Pay and Pension:**

(a) Whether pay fixation cases are processed as per rules on individual personal files and orders of competent authority obtained timely? (*please test check*)

(b) Whether Annual Increment register is maintained and updated each month?

(c) Whether pension papers of employees due to retire 18/24 months hence are processed and all dues paid on day of retirement? (*please test check, 3 cases pending and in case of delay, record reason*)

(3) **Leave and LTC:**

(a) Whether leave cases are duly entered in a separate diary? (*check diary register with personal files*)

(b) Whether leave cases are processed on individual personal files and (i) title checked; (ii) sanction of competent authority obtained in time; (iii) leave sanction issued and entry made in service book/leave register; and (iv) departure and joining reports as required are obtained and placed on file.

(c) Whether LTC cases are entered in LTC register? (*check register with personal files*)

(d) Whether LTC cases are processed on individual personal files and (i) admissibility checked; (ii) sanction of competent obtained; (iii) sanction order issued and LTC advance case processed in time (*test check*); and (iv) entry of LTC availed made in Service Book?

(4) **Loans and Advances: HBA:**

(a) Whether HBA register on prescribed format has been maintained? (*test check with individual HBA case files*)

(b) Whether HBA case files are properly maintained, in accordance with HBA Rules and sanction of competent authority obtained after obtaining all relevant information?

(c) Whether sanction order clearly specifies the manner and release of instalment, dates and amount of monthly recovery, pre-conditions for disbursement and rate of interest?

(d) Whether registered mortgage deed as per condition of advance has been obtained and kept on file?

(5) Other Loans and Advances:

    (a) Whether papers are processed as per rules governing the advance?

    (b) Whether the sanction order clearly mentions the terms and conditions applicable?

    (c) Whether the terms and conditions have been complied with? (*test check cases*)?

 (6) Whether PAMS software is being used for maintaining personal data on above matters and entries are upto date? (*cross check 5 cases and record results*)

FINANCE CELL:

(1) Whether any register is maintained in the Section? If yes, whether it is updated regularly?

(2) Whether any software is being used to effectively perform the task assigned?

GENERAL ADMINISTRATION SECTION:

(1) **Accommodation:**

    (a) Whether applications are entered in allotment application register and filed in category-wise folders?

    (b) Whether category-wise priority list for allotment is prepared every year? (*cross check with folder and application register*)

    (c) Whether request for changes are entered in change register? (*cross check*)

    (d) Whether allotment register is maintained up to date? (*cross check with vacation report, priority list*)

    (e) Whether out of turn allotment register is separately maintained and out of turn allotment made as per recommendation of empowered Committee?

(2) **Vacation of Accommodation:**

    (a) Cross check with retirements list whether vacation of accommodation is taking place as per rules.

    (b) In test case of over stay check whether appropriate licence fee is charged and recovered.

    (c) Check register of cases under Public Permises Act and case files thereafter as to whether (i) cases were promptly instituted; (ii) quickly decided and (iii) whether order to vacate was implemented?

 (3) **Medical Facilities: check whether:**

    (a) Register of CGHS cards issued is kept up to date.

    (b) Medical claims are processed under CGHS Rules after entry in Medical claims Register? (*take up 3 cases files and check whether rules have been properly applied and cases dealt expeditiously*)

(4) **Liveries: check whether:**

    (a) Liveries to Issue Register is properly maintained for each category of officers/officials?

    (b) Whether liveries are given as soon as due as per entitlement?

    (c) Whether purchases being done as per Chapter 8 'Stores' of General Financial Rules by Calling Sealed Tenders?

 (5) **Updating of Records**: Whether registers as per Manual of Office Procedure are maintained and updated timely?

PAY AND ACCOUNTS OFFICE: (Accounts Section)

(1) **Accounts:** Whether the following Registers/Statements of Account are maintained as per prescribed format:

    (a) Bill Diary Register;

    (b) Expenditure Control Register;

    (c) Compilation Book (Form CAM-38 (Detail Book) and PAO-4 Register). It may also be checked that monthly-classified abstract joins CAM-37 and CAM-38 are attached at the back of the Detail Book;

    (d) Monthly and Yearly Head-wise Appropriation Accounts (Civil), Annual Statement of Central Transaction,

Monthly and Yearly Appropriation Accounts relating to composite grants as per Civil Accounts Manual (CAM);

(e) Outwards Claims and Inwards Claims Registers;

(f) DDR Register;

(g) Suspense Accounts Register.

(2) **Pension and GPF Cases:**

(a) Whether pension papers are being received 6 months in advance of date of retirement? (*test check*)

(b) Whether PPO is being issued at least one-month prior to date of retirement? (*test check*)

(c) Whether PPO Register is maintained on prescribed format (CAM-52) and kept up to date?

(d) Whether GP Fund Ledger and Temporary/Permanent advance registers are maintained up to date. Interest calculations made and annual statement prepared for each account holder? (*pension cases of employees will be checked in Accounts Sections and of Ex-MPs in Audit Section*)

(3) Whether PAO 2000 software is being fully utilized for computerized recording of bills passed for payment?

AUDIT SECTION (P&AO):

(1) **Payments & Audit:**

(a) Whether Daily Bill Register has been maintained in prescribed format and entries regarding cheque no. and date of return of Bill to Section have been made?

(b) Whether Cheques Register (CAM-11) is maintained and cheques are promptly sent back to Originating section for further transmission to actual payee?

   (i) Whether Objection Book has been maintained in prescribed format (CAM-26)?

   (ii) Whether Daily register of Bills and Payments has been maintained? (*test check and give average time taken to prepare cheques during a month*)

(2) Whether PAO 2000 software is being fully utilized for computerized recording of bills passed for payment?

PERSONNEL SECTION:

(1) **Establishment Matters**: The following may be test checked:

(a) Is there a sanctioned strength register op posts into permanent been processed and issued regularly?

(f) Has the sanction of continuation of temporary posts issued?

(g) Have steps being taken the vacant posts been filled up on regular basis or on ad-hoc basis, both by way of appointment and promotion?

(h) Have the temporary Government servants who are working against permanent posts been confirmed?

(i) Steps taken to ensure timely action on personnel matters *e.g.* promotion, confirmation etc.

(j) Have the ACRs been written as per schedule? Have adverse remarks been conveyed and representation, if any, processed and intimated to the staff/officers of the decisions taken thereon in stipulated time? (*examine 2 files and record results*) (*please specify in how many cases in each cadre, ACRs for the last 2-4 years are not yet complete*).

(k) Have the recruitment/promotion rules for various posts been updated? (*please specify date of last notification of rules/amendments cadre-wise*)

(l) Have the index cards of all Officers/Officials been prepared? (*please specify total strength and number of cards prepared cadre-wise*)

(m) Is departmental enquiries register maintained? (*test check 2 oldest pending cases for compliance of time schedule and record result*)

(n) Is a Register of representation maintained up to date?

(o) Is vigilance cases register maintained?

(p) Are six monthly review of suspension cases taking place? (*please specify number of cases, date of suspension and date of law review*)

(q) Is court cases register maintained and up to date? (*check 2 oldest pending cases and record result*)

(r) Is 'Gradation List' prepared every year and supplied to all the Sections/Officers?

(s) How frequently are 'Typewriting Tests' held for Junior Clerks under 'Efficiency Bonus Scheme' and for compassionate appointees?

(t) Is a record of grant of honorarium to Officers/Staff appointed as Directors/Paper setters/Examiners etc. for various direct recruitment/Departmental examination and sanction of the contingent expenditure on holding these examinations maintained?

(u) Whether folders of notifications, Office Order Part-I Register, Office Order Part-II Registers are maintained?

(2) Whether PAMS software is used and database kept up to date? (*test check 5 cases and record results*)

SALES AND ARCHIVES:

(1) **Sale of Parliamentary Publications:**

(a) Whether proper record of sale of publications and receipt of cash is maintained?

(b) Whether no. of copies received corresponds to requirement or there is wastage or short supply?

(c) Whether agents have been appointed for selling parliamentary publications and whether adequate supplies are being sent, record kept of supplies, sales and cash remittances?

(*The Stock Register and cash sale Register may be checked in this regard*)

(2) **Souvenir Items:**

(a) Whether souvenir items are purchased following procedure prescribed in Chapter 8 'Stores' of General Financial Rules?

(b) Whether Stock register of Souvenir items is properly maintained and up do date?

(c) Whether any items are lying in stock unsold for a long time? List of old items quantity and value be given?

(d) Suggestions for improving souvenirs and their display?

(3) **Binding and Distribution of Debates:**

(a) Whether register of printed debates received (in English and Hindi) is properly maintained and updated?

(b) Whether printed debates are sent to Distribution Branch in time, is at commencement of each session and whether update circulation list is maintained?

(c) Whether spare copies of debates are properly arranged in chronological order?

(d) Whether binding of debates is being done as per binding list?

(e) Whether at the end of each session, statement of pendancy in respect of debates, Appendices and Indexes are being sent to Dir. (R&L), JS (Reporting), JS (Council)?

(4) **Record Room:** Please test check and record with details:

(a) Whether Record Room is properly kept, is damp proofed and termite and rodent proofed regularly?

(b) Whether records are received into record room dully classified along with challan from the Section?

(c) Whether entries are made in the Record Room Register of the appropriate category after checking that the records/files are duly completed?

(d) Whether records are stored in proper order as per classification, whether periodic weeding is done and weeding out/destruction register maintained?

(e) Whether register of file requisitioned is maintained, and file requisitioned is entered before being sent to the Section?

(f) Whether copies of challans and requisitions are filed in month-wise folders systematically?

(5) Whether arrangements are made to microfilm/print or keep in archives, permanent record of historical value?

STORES SECTION:

(1) **Stationery:**

(a) Whether indent of stationery item is prepared each month and is based on requisitions received?

(b) Due procedure was followed as per Chapter 8, 'Stores' of General Financial Rules in determining rates of items and venders? (*detailed check to be done by audit party only*)

(c) Stock register has been properly maintained showing item-wise receipts and issues.

(2) **Other Stores:**

(a) Whether indent of stores items is prepared each month and is based on requisition received?

(b) Whether due procedure was followed as per Chapter 8 'Stores' delegated powers and prescribed procedures in making purchases?

(c) Whether stock register has been properly maintained showing item-wise receipts and issues?

(d) Whether certificate of Annual Physical Verification are recorded on each item in the stock register?

(e) Whether old and obsolete items are condemned and disposed off as per Chapter 8 'Store' of GFR?

(3) **Bill Register:**

(a) Whether Bills receipts on proper format is maintained?

(b) Whether Bills are placed in purchase files and entry of items in stock register entered on the back of each Bill?

(c) Whether payments have been promptly processed and actual payee receipts obtained and placed in purchase files? (*test check*)

(4) **Vehicles:**

(a) Whether vehicle-wise files are maintained for repairs?

(b) Whether vehicle-wise Log Books are maintained and repair details entered in Log Book with verification entries on the bills?

(5) **Conveyance Management: check whether:**

(a) Vehicle-wise Log Books are maintained up to date and are being regularly verified by Stores Section;

(b) Vehicle-wise petrol account is being verified by Stores Section and average consumption per month is being worked out?

(c) Whether control is kept on repairs and servicing and repairs register is checked and verified with Log Book entries?

(d) Whether unserviceable spares, old tyres and batteries are disposed off as per Chapter 8 'Stores' of Financial Rules?

(e) Whether cases of old vehicles which have outlived their usefulness and on whom total repairs exceeds purchase price are being processed for disposal through constitution of condemnation boards?

(6) Whether PAO 2000 software is being used to record sanctions and expenditure?

DISTRIBUTION SECTION:

(1) Is Despatch Register for Postal Dak maintained up to date?

(2) Are date-wise peon/messenger books maintained up to date and signature of receiver taken with time of delivery?

(3) Are pigeon holes maintained up to date for all members papers, marked with his preference for Hindi/English?

(4) Is there a register of complaints or non-receipt of papers? (*test check entries with corresponding inquiry files*)

(5) Xeroxing, cyclostyling and aderma facilities be checked.

(6) Are reasons for undelivered papers filled correctly?

(7) Are all the addresses being verified by Lok Sabha before sending the papers to Lok Sabha address?

(8) Does the Section maintain a list showing the choices of Members as to which particular version of papers they would like to have?

(9) Whether the number of Parliament papers to be issued to the Ministries/Departments revised annually?

(10) **Store and Stock:**

   (a) Is inventory control maintained?

   (b) Is the supply and quality of stationery adequate?

   (c) Number of time the Stores Section was informed about the bad qualities of stationery.

   (d) Whether separate stock accounts and inventory been kept in respect of (i) 'Dead Stock' such as plant, machinery, furniture, equipment and fixture and (ii) 'Other Stock' consisting of consumable articles.

   (e) Has physical verification been conducted? If so, state the resultls? Date of last verification?

   (f) Whether repairs and overhandling was got done regularly in respect of machines and properly entered into the register maintained therefore?

I.T. SECTIONS (H&S):

(1) **Procurement of Hardware and Software: Check:**

   (a) Whether procedures of Chapter 8 'Stores' of General Financial Rules are followed for purchase of hardware/ software?

   (b) Check whether items-wise tender files are separately maintained and tally with the respective contract file in the name of the successful tenderer?

   (c) Whether vendor-wise contract files are maintained and tally with the hardware purchase registers?

   (d) Whether financial sections register has been maintained on prescribed proforma? (*cross check entries with respective contract files. Also check whether there has been delay in issue of section or release of payment*)

   (e) Whether hardware purchase is duly entered in the hardware purchase register with all details of specifications, cost, name of vendor etc. on prescribed proforma?

   (f) Whether registers of software and CD-ROM have been maintained on prescribed format?

(2) **Maintenance and Insurance: Check:**

   (a) Whether register of AMC has been maintained and all equipment not covered by warranty has been covered by AMC?

   (b) Whether process of renewal of AMC is started well in advance of expiry of earlier warranty/AMC and by following prescribed procedure of sealed tenders?

   (c) Whether delays on part of AMC contractor are included in deductions while paying AMC charges? (*check with complaint register for delays*)

   (d) Whether register of insurance is maintained up to date and all machines are covered by insurance.

   (e) Whether any insurance claims are pending or cases lying claimed?

(3) **Provision of Computers to Members: Check:**

(a) Whether register of issue and return of hardware and software is maintained and up to date.

(b) Whether any cases of non-purchase/non-return of retiring Members/ex-Members/ex-official is pending, and whether action under rule have been taken? (*case files be checked*)

(c) Whether complaints register has been maintained up to date, and whether there are any cases of delay in attending to complaints? (*details be given*)

(d) Whether call sheets for complaints are being entered by Complaint Cell and completed by engineer, and whether call sheets are kept in month-wise folders? (*call sheets and complaint registers be reconciled on sample basis*).

(e) Whether Internet/E-mail register is maintained for sanction of E-mail accounts and whether action has been taken to close accounts of ex-Members/ex-officials?

(f) Whether periodic training/clinics are organized for Members.

(4) **Computerisation of Secretariat:**

(a) Whether Register of issue and return of hardware and software is maintained and up to date?

(b) Whether any cases of non-purchase/non-return of retiring Members/ex-Members/ex-officials is pending, and whether action under rules have been taken? (*case files be checked*)

(c) Whether complaint register has been maintained up to date, and whether there are any cases of delay in attending to complaints? (*details be given*)

(d) Whether call sheets for complaints are being entered by Complaint Cell and completed by engineer, and whether Call Sheets are kept in month-wise folders? (*call sheets and complaint registers be reconciled on sample basis*)

(5) **I.T. Induction:**

(a) Whether IT Induction Plan has been prepared and is periodically reviewed?

(b) Whether hardware deployed are as per the Plan?

(c) Whether customized application softwares already installed are in use and those under development are being done expeditiously with user involvement? (*please give details*)

(d) Whether Internet and E-mail applications are effectively utilized? (*give details*)

(e) Whether training in application of software is being provided and in according to IT Plan?

(6) Whether MIS software is being used for Members and Secretariat, hardware stocking and issuing and complaints management?

(7) Whether PAO 2000 software is being used to record sanctions and expenditure?

O & M SECTION:

(1) **Annual Action Plans:**

(a) Whether O & M Section is monitoring and guiding the preparation of Section-wise Annual Action Plans?

(b) Whether the Section is organizing quarterly reviews of Annual Action Plans?

(2) **Annual Reports:**

(a) Whether the Report is prepared and circulated by 10th February each year?

(b) Whether in terms of quality and content the Report conforms to the requirement specified in the Official Manual?

(3) **Inspections (*test check*):**

(a) Whether Inspection schedule for the year was circulated by 31st January?

(b) Whether Inspection reports of all Sections have been received and follow up action taken with regard to Section remaining?

(c) Whether separate Section-wise files on Inspections have been opened and points arising out of the Inspection note have been followed up?

(d) Whether at the end of the year the Inspection Abstract (showing points arising during Inspection and remedial action taken) has been put up to Secretary-General on prescribed proforma?

PRINTING SECTION (I and II):

(1) Whether Daily Register of printing works of various kinds as given in Chapter XIV is properly maintained, and whether manuscripts received from the Sections are checked and sent to the Press timely, proofs checked and printed copies received back? (*test check*)

(2) Whether Monthly Returns of Printing of Debates and Committee Reports are being prepared and put up and whether the work is proceeding satisfactorily? (*test check*)

(3) Whether Quarterly Returns of occasional publications are being put up and whether any jobs are pending for an inordinate period?

(4) Whether overnight printing jobs in respect of Bulletins, List of Business, Synopsis, Bills (if required) etc. are being done and the extent to which the material in English and Hindi is being sent in CRC form?

(5) Whether adequate check is exercised on the quality for paper and printing used and whether there are any shortcomings?

(6) Is there any difficulty in getting overnight printing done of List of Business and Bulletins? (*please give suggestions for improvement*)

(7) What is the state of pendancy of Journals, Indices, Appendices in the Press?

(8) Is the liaison mechanism adequate to get the printing work done from Government Press in time?

(9) In how many cases was CRC used and in how many cases was printing done from e-mail?

(10) When manuscript was given to Press, was Press able to give back electronic text of document?

RTI CELL:

(1) Whether Register of applications received under RTI Act, 2005 is being maintained correctly and up to date?

(2) Whether Cash Receipt Book is being maintained properly?

TRAINING CELL:

(1) **Training Calender:**

(a) Is an Annual Training Calendar drawn up at the beginning of each year?

(b) Does the file reveal that the calendar was prepared in consultation with Sections concerned and keeping in view feed back received from previous years calendar as to user requirements?

(c) The extent to which the calendar has been implemented and reasons for devotions/shortfalls?

(2) **Orientation/Training Programmes for Members:**

(a) Were the programmes held on schedule?

(b) Was the course material prepared timely, adequate and prepared bilingually?

(c) Was feedback received from participants? What action was taken thereon?

(3) **Training Programmes for Secretariat:**

(a) **For Senior Executive Levels:**

(i) Were the programmes held on schedule?

(ii) Was the course material adequate and prepared bilingually?

(iii) Was feedback received from participants? What action was taken thereon?

(iv) Whether quality of faculty was adequate as per feed back?

(b) **Supervisory Levels:**

   (i) Were the programmes held on schedule?

   (ii) Was the course material adequate and prepared bilingually?

   (iii) Was feedback received from participants? What action was taken thereon?

   (iv) Whether quality of faculty was adequate as per feed back?

(c) **Functional Levels:**

   (i) Were the programmes held on schedule?

   (ii) Was the course material adequate and prepared bilingually?

   (iii) Was feedback received from participants? What action was taken thereon?

   (iv) Whether quality of faculty was adequate as per feed back?

(4) **Management Development Programmes Overseas Training and Training of Trainers:**

   (a) Whether those undergoing the training were usefully employed in further inhouse training (*if not, details be given*)

   (b) Exchange programmes and liaison with training related organisations: (i) whether adequate number of (inward) exchange programmes were arranged. Quality and extent of facility provided to be commented upon; and (ii) whether liaison with training related organisation was maintained and their facilities used in a planned manner through the training calendar?

(5) **Training Material:**

   (a) Whether latest training aids are available and being utilized?

   (b) Whether stock registers are separately maintained upto date for training hardware/software and printed material?

   (c) Whether training material is properly arranged and physically verified?

   (d) Whether printed material covers all training programmes? (*cross check with training calendar*)

EDITING (ENGLISH) SECTION:

(1) Is Register of Official Reports maintained in prescribed form showing date of receipt of uncorrected Debates, date of editing and date of printing?

(2) Is the work of preparation of Edited Debates Indices and Appendices upto date? Indicate portion and reasons for delay if any?

(3) Does the Section systematically maintain session-wise folders of:

   (a) List of Business

   (b) Bulletins

   (c) Synopsis

   (d) Questions and Answers

   (e) Names and Style of Members

EDITING (HINDI) SECTION:

(1) Is Register of Master copies of floor version Debates received for translation maintained up to date?

(2) Is the Translation work allocation Register maintained? Is translation work being done as per norms?

(3) Does the Section systematically maintains session-wise folders of Hindi versions of:

   (a) List of Business

   (b) Bulletins

   (c) Synopsis

   (d) Questions and Answers

   (e) Names and Style of Members

ENGLISH DEBATES SECTION:

(1) Whether Register of Debates received for translation is maintained?

(2) Whether the preparation of English version of Debates of Rajya Sabha is up to date?

(3) Whether editing of English version of Debates of the Rajya Sabha is up to date?

(4) Whether preparation and editing of indices of English version of Debates of Rajya Sabha is being done regularly?

SYNOPSIS SECTION:

(1) Is a session-wise roster of synopsis writers being prepared?

(2) Does the Section maintain diary showing time receipt of 'turns' of uncorrected debates? Are there instances of delay in receiving turns?

(3) Check for the days of the preceding session whether synopsis was prepared covering proceedings upto 6 p.m. daily:

Date	Time upto which synopsis prepared	Reason if not, prepared upto 6 p.m.

(4) At the end of each session are the bilingual contents pages prepared and session-wise bound synopsis kept?

TRANSLATION SECTIONS:

(Translation I, II and Committees)

TRANSLATION-I SECTION:

(1) Whether Register of Receipt of Translation Work is maintained?

(2) Whether the translation output per translator per day conform to establish norms?

(3) Whether there have been instances of delays in translating List of Business/Bulletins during the year?

(4) Whether paper-laying details are being received from Committee-I Section and Table Office for inclusion in Hindi List of Business at least one clear day before laying?

(5) Whether typists are maintaining Log Books; typing output per person per day during session period be worked out?

(6) Whether List of Business, Bulletins are systematically kept bound session-wise for ready reference?

TRANSLATION-II SECTION:

(1) Whether Register of O/H Question is maintained up to date?

(2) Whether Register provisionally admitted questions received for translation is maintained up to date?

(3) Whether translation work is as per norms prescribed?

(4) Whether Hindi version of booklet on statistical information regarding question is brought out session-wise?

(5) Whether Hindi version of latest subject pamphlet has been prepared and circulated?

TRANSLATION (COMMITTEES I & II):

(1) Whether Register of Reports received for translation is maintained on prescribed proforma?

(2) Whether the translation work allocation has been maintained up to date?

(3) Whether translation work is as per prescribed norms?

TRANSLATION (OIH) SECTION:

(1) Whether Register of Receipt of Translation Work is maintained?

(2) Whether the translation output per translator per day conform to establish norms?

(3) Whether there have been instances of delays in translating questions received only in Hindi during the Session period and translation work received from other Sections of Editorial and Translation Services during inter-session?

(4) Whether notices of question originally received in Hindi (OIH) from Question Branch are diarised on computer in the section?

(5) Whether glossaries/dictionaries prepared by various Ministries/Departments and other government institutions are kept for ready reference?

MEDIA, EDUCATION AND AUDIO-VISUAL UNIT:

(1) Whether following Registers are maintained correctly and up to date:

(a) Register of Permanent Cards of Press Gallery?

(b) Register of Parking Labels for journalists?

RESEARCH AND LIBRARY SECTION:

(1) **Library: Please check whether:**

(a) Books received with the Library are being catalogued and entered in the Accession Register?

(b) Issue/return register is properly maintained? (*cross check with Accession Registe*r)

(c) Distribution register is properly maintained?

(d) Annual Physical Verification of books is being carried out?

(2) **Who's Who:** Whether data regarding Who's Who is systematically updated each year in the computer and printed biennially?

(3) **Rulings from the Chair:** Whether Ruling from the Chair are being annually complied, indexed and circulated?

(4) **Compilation of wit and humour:** Whether instances of wit and humour are being culled out from Debate session-wise and printed?

(5) Whether Practice and Procedure series of pamphlets are printed biennially in English and Hindi by March and sufficient copies are in stock?

(6) Whether Sessional review is being sent regularly to Lok Sabha Secretariat for inclusion in Journal of Parliamentary Information?

STENOGRAPHERS' POOL:

(1) Is there a job allocation register with the Head of the Stenographer Pool? (*check if it is maintained up to date)*?

(2) Does each Steno have a Log Book of work and is it up to date? (*cross check entries with job allocation register)*?

(3) Are the personnel productively and usefully employed in inter-session periods? Indicate details:

Name of Steno	Work done during previous inter-session

(4) Whether any suggestions/complaint register is being maintained?

PARLIAMENT SECURITY SERVICE:

(1) Whether Guard File of instructions are properly maintained?

(2) Whether all the important instructions have been shown to the staff regularly and their signatures taken?

(3) Whether the Register of Instructions have been kept in safe custody?

(4) Whether the visitors' registers kept in the Reception Office checked at regular intervals?

(5) Whether Register for articles left in the Chamber/Lobbies/Galleries being maintained properly?

(6) Whether register for taking guests for show round during the intersession is being properly maintained?

(7) Whether Register kept at Lobby gate for recording entry of persons before and after office hours have been properly maintained and kept in safe custody?

(8) Whether complaints register is maintained to record complaints, thefts, losses etc. and whether the register is put up periodically for perusal of senior officers?

(9) **Store and Stock (for sanitation and Watch & Ward Item):**

 (a) Have the instructions of Stores as in Rules followed?

 (b) Has the proper record of store and disposal of stores as per rules been maintained?

 (c) Has the procedure of all losses as per rules been followed?

 (d) Has the procedure of receipts and issue of stores as per rules been followed?

 (e) Has the procedure of transfer of change of stores as per rules been followed?

 (f) Has the procedure of safe custody been followed particularly protecting the store from loss, damage and deterioration?

 (g) Has suitable accommodation been provided to valuable stores?

(10) **Security related duties:**

 (a) Whether duties have been earmarked for:

   (i) Officers

   (ii) Security Assistants

   (iii) Security Guards

 (b) Whether a duty chart is being manintained?

 (c) Whether duties are being rotated?

 (d) Whether duties are being supervised to ensure strict compliance?

 (e) Whether a manual of do's and don't exists and whether it is precisely being followed?

 (f) Extent to which duty beyond normal hours is being performed.

(11) **Discipline:** Whether any disciplinary cases are pending?

(12) **Training:**

 (a) Whether training is given to the staff in security aspects? Suggestions if any.

 (b) Whether training through specialized agencies like SPG, NSG is also arranged?

 (c) Whether training in handling the MPs and other VIPs given to the staff?

(13) **Stock:**

 (a) Whether stock register of items issued to the staff maintained?

RECRUITMENT CELL :

  (1) **Schedule/Calendar of examinations:**

      (a) Whether an Annual calendar/schedule of examinations has been drawn up at the beginning of the year?

      (b) The extent to which the calendar has been adhered to; if not, the reason therefor?

  (2) **Number and details of examinations/recruitments conducted:**

      (a) Department examination.

      (b) Open competitive examination.

  (3) (a) Number of complaints received regarding recruitment process.

      (b) Action taken thereon.

  (4) Whether the retention schedule of various documents/papers of examination has been adhered to?

  (5) (a) Whether any software for receipt of applications/conducting examination for various recruitments is being used?

      (b) Performance of software.

  (6) Dissemination of information on Rajya Sabha webpage under Section 4(2) of the RTI Act.

  (7) Maintenance of various registers.

BASIS OF CALCULATION OF ANNUAL MAN HOURS IN WORK STUDY

		Number of days in year	.…	365
(a)	**Holidays**			52
	1.	Sundays		52
	2.	Saturdays		52
	3.	Restricted Holidays		2
	4.	Other Closed Holidays		12*
	5.	Casual Leave		6**
(b)	**Working Days**		..…	365-124=241
(c)	**Working Hours**		…..	241x8=1928 hrs.
				or say 1900 hrs.

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*16 holidays are fixed and they are not changed. On an average, 4 holidays will fall on Sundays or Saturdays. Ordinarily, only 12 holidays will fall on working days hence, 12 days.

**It was considered that an employee who is allowed CL should be expected to make up for his absence by a more concerted effort or by working longer hours on returning to duty and even if it is considered that CL can affect the work to some extent, a margin of 6 days, should be sufficient.