INSPECTION REPORT
DISTRIBUTION BRANCH

PART-I: GENERAL [Applicable to all Sections]

1. LAST INSPECTION

(i) Date of last inspection
(ii) Action taken on last inspection (items specified to the Section inspected).
(iii) Date of present Inspection:

2. ATTENDANCE

(i) Is the Attendance Register being maintained properly?
(ii) Is it being submitted to Officer(s) punctually in the morning?
(iii) Is the Casual Leave Register maintained and is up-to-date?

3. RECEIPTS

I.

(i) How Dak/receipts are registered?

(ii) What procedure is followed to ensure their timely processing?

(iii) How effective is the registration and processing procedure? (Please test check and comments on the receipts and their processing)?

(iv) How movement of files is tracked?

II.

(i) How pendency with dealing hands is monitored?

(ii) How effective it is?

III. Average time taken in (where ever applicable)

(i) Issuing of financial sanctions etc. (please also cross check with receipt of cheques and receipt of APRs and record average times for one 1 month)

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

IV. (i) Whether Annual Action Plan is being reviewed as per schedule/Office Manual;
(ii) If so, at what level and its frequency.

4. OPENING OF FILES AND RECORDS

(i) Whether file-opening register maintained properly?

(ii) Whether list of standard Heads properly maintained?

(iii) Whether receipts are dealt under appropriate standard Heads? *(to be test checked)*

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

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

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

5. STANDING GUARD FILES/REFERENCE /RULES BOOKS

(i) Number of Standing Guard files prepared as per the Office Manual. *(Specify subject wise)*

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

(iii) One of the Guard Files to be test checked and results recorded.

(iv) Whether all necessary reference books are available and maintained up-to-date?

(v) Whether copies of Acts/Rules / Manuals utilized by the Section are maintained up-to-date with amendment slips pasted? *(Please specify Acts/Rules)*

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

6. QUALITY CONTROL

(i) Whether distribution of work among Dealing Hands is fairly even?

(ii) Whether Dealing Hands are rotated to different items of work or allotted the same work year after year?

(iii) Whether any Dealing Hand doing the same work for more than 3 years; if so,

(a) Reasons

(b) Remarks of Inspecting Officer

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

(v) Classes of cases disposed off by Section In-charge finally.

(vi) Any suggestions for further improvement?

7. RECORD MANAGEMENT

(i) Whether the records in the Section are properly arranged and referenced?

(ii) Whether the files have been categorized as class I, II, III, IV or V taking into accounts the retention period. *(test check whether categorization is correctly being done)*

(iii) Whether the record are being reviewed /eliminated/weeded out at regular intervals? When was the last weeding done?

(iv) Detail of records

a. Reviewed
b. Weeded out during the last two years may be specified.

(v) Whether category V/VA files are digitized *(specify the number of such files*)

(vi) Whether the Section is provided with adequate racks to keep records.

8. COMPUTERISATION

(i) The details of computer hardware available in the Section (proforma to be furnished by IT Section) (*To be verified / checked)*

(ii) Which are the software packages /applications available / used ? To what extent are they in use? *(Give software wise position)*

(iii) The details of 'Email' /SMS facilities being used for communicating exchanging information?

(iv) Whether information relating to the Section's are updated on website: (*please check the last information updated)*

9. RTI

(i) Number of RTI requests received.
(ii) Number of RTI requests disposed of within scheduled time.
(iii) Number of 1st Appeal filed.
(iv) Number of 2nd Appeal filed to Chief Information Commission.

10. GENERAL ASSESSMENT

(i) (a) Cleanliness

(ii) (a) Brief recapitulation of the impressions of Inspecting Officer on the Sections/ Services

(b) Suggestions of Inspecting Officer for improvement.

(iii) Suggestions for improvement from the staff of the Section / Service including comments of the Inspecting Officer thereon

(iv) General Assessment of the performance of the Section/Services with particular reference to the picture revealed during last inspection

(v) Any points which require the attention of the O&M Section regarding Officer Procedure.

PART-II

11. SECTION SPECIFIC PROCEDURES

(1) (i) whether Despatch Register for Postal Dak is maintained /upto date?

(ii) whether signature of receiver are taken with time of delivery?

(2) whether MPs Dak Despatch register is being maintained /up-to-date?

(3) whether General Dak Despatch register is maintained/ up-to-date.

(4) whether section maintains a list showing the Member's preference for Hindi only, English only or both language papers.

(5) The details of Peon/messenger Books being maintained

(6) whether pigeon holes are being maintained and upto date for Members marked with his/her preference for papers in Hindi/English?

(7) whether Register of complaints or non-receipt of papers is being maintained? (test check entries with corresponding inquiry files)

(8) Xeroxing, Cyclostyling and Aderma facilities available:

(i) number of photocopier machines available

(ii) Whether photocopies maintenance register was kept / up-to-date

(iii) whether register of number of photocopies done by each machine is maintained

(iv) whether franking machine for postage stamps register is maintained

(9) whether reasons for undelivered papers are filled up correctly?

(10) whether all the addresses of Lok Sabha Members are being verified by Lok Sabha addresses?

(11) Whether the Parliament papers issued to the Ministries/Departments revisited annually. If so, the details thereof:

(12) whether inventory of photocopier papers is being maintained?

(13) (i) Whether repairs and overhauling of machines is being done regularly

(ii) whether Register of the purchase maintained.

Signature of Inspecting Officer
Name
Designation
Date