

INSPECTION REPORT
NOTICE OFFICE

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

- (i) whether the procedures for receipt of notices from Members at Notice Office, under Rule 223 or otherwise being followed?. Have any complaints been received in this regard during the year under inspection?.
- (ii) Whether General Diary Register of the Section is being maintained correctly and upto date ?
- (iii) Whether sufficient copies of all forms as mentioned in chapter 3.1 of the SMOP of Notice Office are available in form rack. [Please check]
- (iv) Whether following Registers are maintained correctly and upto date:
 - i) Register of diplomatic photo cards;
 - ii) Register of passes for public gallery;
 - iii) Register of general photo pass for PA/PS of MPs;
 - iv) Register of Parking Labels;
 - v) Register of photo-identity cards for Officers and Staff;
 - vi) Register of temporary general pass;
 - vii) Register for pensioners I Card.
- (v) Whether softwares available in the Notice Office is being properly utilized, for registering notices? Whether Notice Office need of any new Software / Hardware for increasing its efficiency in delivering Services under its mandate?.
- (vi) (a) Whether register for recording complaints in respect of working of TV is being maintained.
 - (b) Whether Chapter 6 of Revised GFR, 2005 dealing with 'Procurement of Goods and Services' have been followed.
 - (c) whether the procedures of financial orders and sanctions have been followed in respect of files etc. Are copies of

sanction orders sent to Audit Office and currency of sanctions observed?

Signature of Inspecting Officer

Name:

Designation:

Date: