

**ADMINISTRATIVE TRAINING INSTITUTE
GOVERNMENT OF SIKKIM
GANGTOK**

**TRAINING ON
OFFICE RULES &
PROCEDURES**



UNDERSTANDING DUTIES/ROLES AND RESPONSIBILITY IN WORKPLACE

Base to Define Team Roles and Responsibilities

1. Understand Employees' Job Profiles

- Having a good understanding of your employees and their job profiles helps you delegate tasks according to their capacities. As a manager or head of a team, it's recommended that you hire suitable candidates for dedicated jobs.
- Assign tasks to them according to the job description on their profiles. Doing something outside this could cause commotion and inefficacy that can hinder the growth of your organization.

2. Identify Team Members' Strengths and Weaknesses

- Pay attention to the strengths and weaknesses of team members because they add much value to your organizational development. Always assign tasks with the knowledge of an employee's weaknesses and strengths to enhance their performance.



- No matter how dedicated or hardworking an employee is, don't force a job that isn't within their strength on them.
- Aside from what your team members state in their job profiles as their strengths and weaknesses, you can also determine them by keeping close track of their performances.

3. Recognize What Needs to Be Accomplished

- Half-baked or incomplete projects kill the growth of any organization. Before you delegate tasks, plan what needs to be accomplished. By doing this, you understand what needs to be done and get an overview of the end project.

4. Discuss Roles and Responsibilities With Your Teams

- It will be of no point defining roles and responsibilities to employees who don't know about them.
- You can organize training to educate employees on their roles and responsibilities. Sending them a weekly update or reminder where you specifically explain their responsibilities also helps.



5. Give Team Ownership of Task

- Giving your team members ownership of tasks shows that you have confidence in their ability to deliver. Doing this will motivate and inspire your team to take the initiative and develop in their roles.
- As a leader, it's okay to contribute to your team's workflow. However, know when to give them space to work independently and make decisions without you interfering.

6. Welcome Feedback

- Don't be close-minded to the responses and comments of your team members. Be open to them.
- Welcoming feedback aids you in acknowledging challenges your employees might have with assigned roles and responsibilities. It also helps you allocate tasks appropriately without misalignment.

Pander to Team Members' Strengths

- Assigning roles and responsibilities effectively is a prerequisite for organizational success. Your employees aren't as inefficient as you think. You probably don't assign the right tasks to them.
- People excel effortlessly when they do things that they have a flair for. Asking team members to perform duties out of their expertise is a recipe for disaster. At most, they'll deliver average results. But when they are in their comfort zones, there's no limit to how great they'll perform. It's up to you to identify their strengths.




The Importance of Work Responsibility and How to Achieve More

What is work responsibility? Why work responsibility is important?

○ **Reliability and consistency**

Employers hire individuals based on their ability to perform the duties and responsibilities detailed within an official job description. The job description is a written explanation of what each employee is responsible for completing and clearly outlines the qualifications and expectations the Organization has. It is important for each employee to be aware of the requirements set for them to maintain a positive and productive work environment.

1. **What is work responsibility?**

- Work responsibility is when an employee completes all of their job duties stated within the job description and adheres to organization policy and procedures professionally and to the best of their ability. When you are responsible at work, you establish yourself as a valuable employee and a dependable coworker. Your daily actions at work, your behavior at special work-related events, and how you treat other employees all play a role in responsibility at work. The type of job-specific responsibilities you have and the expectations placed on your behavior at work depend on your workplace environment and your specific role.
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2. Why work responsibility is important

- Responsibility is important in the workplace because it shows your professionalism, can advance your career, helps build professional bonds with coworkers, and shows organizational leadership that you are a valuable employee. Supervisors value employees who exhibit responsibility because they know they can trust you to complete tasks on time and submit high-caliber work. Responsible employees are professionals with a consistent work ethic who take actions daily toward their professional goals.
- Responsible employees work to advance organization success and strive to perform their daily duties well. Responsible employees are engaged in their daily activities and establish a culture of accountability that advances individual careers and increases Organization productivity.



Assuming responsibility at work can benefit you in the ways listed below


1. Reveals your character

- Your responsibility for your workplace duties demonstrates your work ethic. Being a responsible employee shows you take pride in your work and validates your worth. Supervisors will view you as a dependable and self-reliant employee and have faith in your abilities.

2. Helps secure your position

- A responsible employee helps to provide the Organization with consistency and security. Your strong work ethic and dependable nature are demonstrative of your value and make employers want to retain your talent. By assuming your responsibility at work, you become an asset to the organization and gain job security because employers tend to keep employees who deliver the best work and show constancy in their behavior.

3. Show accountability

- Having accountability means that you accept the consequences of your actions, whether they be good or bad. Employers value honesty in workers who can admit to mistakes and take the actions needed to remedy them. Workers who are accountable learn from their mistakes and become better because of them. Working to rectify your errors, and accepting praise for a job well done, shows confidence in your skills and knowledge.
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4. Establishes trust

- Honesty when admitting an error and the moral character to cheer others on for their accomplishments helps to develop trust in the workplace. Co-workers will value your presence, input, and relationship when they view you as a comrade rather than competition. You can establish trust with colleagues by recognizing their contributions, working together to reach a goal, sharing ideas to improve workplace success, and showing a genuine interest in them and their personal lives. Although you don't have to be best friends with everyone at your job, learning about other people shows you value their individuality and respect them. Develop mutual respect with coworkers and supervisors to develop trust, credibility, and foster a healthy Organizational culture.

5. Positions you for advancement

- Responsibility is important in the workplace because a strong work ethic and respect for others can impress your employer and open up opportunities for career advancement.




How to achieve more work responsibility in the workplace / Skill Development Tips

- Think about ways to exhibit the following traits through your actions at work : and position yourself for a promotion or raise.

1. Awareness

- When working to show you are a responsible employee, take the first step by ensuring you are fully aware of your job responsibilities. Review your job description and be knowledgeable of any current project goals. Make sure you try to do your best when executing your job responsibilities before you take on additional tasks or help others.

2. Integrity

- Integrity is a skill and trait that takes time to develop. Employees with integrity follow a strong moral code and can be trusted to make decisions that are ethical and benefit the organization and those around them. Express good and logical judgement and treat others professionally to show your sincere and honest nature.
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3. Resilience

- Resilience, the will to continue when faced with obstacles and the stamina to continue after you have failed, leads to successful employees and a dynamic and growing organization culture. Strong employees know that growth only happens after failure and defeat is a great teacher. Learn from your mistakes and use them as inspiration to do better next time.

4. Accountability

- Accept the consequences of your actions to take accountability. Although responsibility and accountability are related, they are not the same. Being responsible at work for your duties means taking action, while accountability is the result of those actions. Knowing how to accept praise or recognition for quality work and accepting blame when your actions create problems are both forms of accountability. Being accountable for your actions and showing self-reflection by discussing the consequences will help superiors build trust in you.

5. Decisiveness

- When you have to make a decision at work, do so with confidence. Being decisive means making informed decisions and having the certainty to see them through.

6. Determination

- Your determination and drive to succeed are evidence of your dedication to your job and industry. When you seek opportunities to develop both your hard skills and soft skills, your supervisor will see your fortitude and persistence.



Tips for showing work responsibility on the job

Consider the following tips to show work responsibility on the job :

1. Be punctual

- Arrive on time daily, show up to meetings a few minutes early, and complete tasks by, or before, deadlines to show your respect and appreciation of others' time.

2. Remain positive

- An optimistic attitude is conducive to a healthy workplace environment and makes overcoming challenges easier.

3. Practice active listening

- Work responsibility requires good listening skills. Practice active listening when communicating with others by making good eye contact, eliminating distractions, waiting for your turn to speak, having an open and inviting posture, and asking clarifying questions to fully understand the message. They will appreciate your efforts and your actions will help to build strong bonds among your peers.

4. Motivate others

- Encourage others to create goals and praise them for quality work. Show you value your colleagues by recognizing their efforts and support in your job. You can give a kind word of praise or send a considerate thank-you note to communicate the sentiment. It is a professional and kind act that will be noticed.

5. Volunteer

- Volunteering at work for extra duties shows you want to help the Organization succeed and you are ready for more responsibility. Make sure you complete your regular duties to the best of your ability to ensure you are not over-committing. Volunteering can be an excellent learning experience and may align you with further opportunities for advancement.



6. Be flexible

- A transferable skill that can benefit you in both your personal and professional life is flexibility. Be able to judge when you have to adjust your efforts or change your perspective in order to reach a goal. This trait can help you be a better team member and a more reliable employee.

IMPORTANT : *It is important to be successful at work and have a sense of purpose in your daily duties. Work responsibility is an important characteristic to establish your value as an employee and maintain a positive organization culture. A positive work environment will recognize you for taking responsibility at work and support your career path goals.*

******Thank you******



SIKKIM GOVERNMENT SERVICE RULES, 1974

In exercise of the powers conferred by the proviso to Article 309 of the Constitution of India, the Governor of Sikkim is pleased to **ADOPT** the Sikkim Government Service Rules, 1974 as the rules regarding recruitment and conditions of service of persons appointed to the services and posts in connection with the affairs of the State of Sikkim, w.e.f. 26th day of April, 1975.

WHAT ARE THE PROVISIONS UNDER ARTICLE 309 ?

Article 309 : ‘Subject to the provisions of this Constitution, Acts of the appropriate Legislature may regulate the recruitment, and conditions of service of persons appointed, to public services and posts in connection with the affairs of the Union or of any State:

PROVISO....

Provided that it shall be competent for the President or such person as he may direct in the case of services and posts in connection with the affairs of the Union, and for the Governor ³ *** of a State or such person as he may direct in the case of services and posts in connection with the affairs of the State, to make rules regulating the recruitment, and the conditions of service of persons appointed, to such services and posts until provision in that behalf is made by or under an Act of the appropriate Legislature under this article, and any rules so made shall have effect subject to the provisions of any such Act.’

2 :The words “or Rajpramukh” omitted by ibid



**IN OTHER WORDS, AS INDICATED IN THE PROVISIO
TO ARTICLE 309, THE POWER IS LEFT TO THE
RESPECTIVE LEGISLATURES TO MAKE RULES.**

Article 311 (1) 'No person who is a member of a civil service of the Union or an All-India Service or a civil service of a State or holds a civil post under the Union or a State shall be dismissed or removed by an authority subordinate to that by which he was appointed.

(2) No such person as aforesaid shall be dismissed or removed or reduced in rank except after an inquiry in which he has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges 4 *'**

4* Certain words omitted by the Constitution (Forty-second Amendment) Act, 1976 w.e.f. 3-1-1977.**




Rule 4 : Regulation of Govt. Servants claim :
A Govt. servant's claim to pay and allowances shall be governed by the rules or orders in those respect in force at the time when the pay and allowances are earned, that to leave by the rules in force at the time the leave is applied for and granted, and that to pension and gratuity by the rules in force at the time when the govt. servant retired or is discharged, provided that where an option to be governed by another set of rules is granted to and exercised by him, the rules by which he has opted to be governed, will be operative.



Rule 6 : The whole time of a Govt. Servant is at the disposal of the Govt. and he may be employed in any manner required by the Competent Authority.

Rule 8 : Acquisition of lien : (Lien means a title of a Govt. Servant to return on the termination of a period of absence to a post, which he holds substantively) - A Govt. Servant who is confirmed against a post shall acquire a lien on that post while performing duties of that post or being temporarily away from it on deputation, leave or other circumstances of authorized absence from it, except retirement or while **under suspension.**



Rule 13 : Resignation : To give one month notice by temporary employee and 03 months notice by permanent employee... Govt. can waive such notice period.

Rule 14 : Absence from duty for a period exceeding 3 years.... – Employee ceases to be on Govt. employment if remains on leave for more than three years.

Rule 42 to 45 : Joining Time : On transfer from one posting to another (inter-district), 06 days joining time excluding holidays are granted. Treated as on duty for all purposes.




Rule 96 : Payment during Suspension :

Subsistence Allowance equivalent to half of the monthly pay he was drawing on the day previous to the date of suspension and all other allowances. (Half pay full allowances).

Rule 98 : Retirement on superannuation – On attaining the age of 58 years.

Rule 99(1) : Premature Retirement (25 Years of service or above 50 years of age) In public interest, Govt. may retire any Govt. Servant by giving him not less than 03 months notice in writing or 03 months salary in lieu of such notice.

Rule 99A : Voluntary Retirement – On completion of 20 years of qualifying service one can apply for VR by giving notice for 03 months, in writing to the Appointing Authority.



4. Establishment : General Principles :-

(1) Classification of Posts :

Group D	:	All posts in Level 1, 2 & 4
Group C	:	All posts in Level 3 & 5 to 14
Group B	:	All posts in Level 15 and 16
Group A	:	All posts in Level 17 and above



(2) Qualification for Govt. Service

- (b) The minimum technical qualification required to recruitment to technical posts shall be determined at the time of creation of posts, having due regard to nature of duties and responsibilities attached to them.

Not. No. 143/GEN/DOP dated 31.08.2007 :

- # Group D posts to be filled up 100% by direct recruitment through open competitive exams
- # Syllabus : (1) GK of State Level (Objective type and fill in the blanks only) and (2) Letter writing.



3. Age for entry to Govt. Service :-
 - (a) Minimum Age for entry to technical as well as non-technical posts in Class II (Non Gazetted), Class III and Class IV is 18 Years.
 - (b) Entry Gazetted Grade is 21 years.



: Age Relaxation to Ex-servicemen from Armed Forces available (Army/Navy/Airforce) but not to the ex-servicemen from PARAMILITARY FORCES.

4. Appointment :

(A) Appointment to service under the Government shall be by one or both the method indicated below :-

- (a) Direct Recruitment;**
- (b) Promotion from one grade to another.**



(B) Direct Recruitment shall include appointment on contract and appointment on deputation.

Provided these two types of appointment shall be made having due regard to the exact nature of specific duties and responsibilities and the qualification required for the post, and further provided that :

(i) Non-Sikkimese nationals may be appointed only when suitably qualified and experienced Sikkimese nationals are not available, and



- (ii) Replacement of such appointees by suitable Sikkimese candidates may be made as and when available.

Mutually agreed terms shall apply to all appointments on contract. For appointment on deputation, formal agreements as to the terms shall be between the GoS and the parent organization of the officer, through the GOI and not directly with the officer.



: This provision under Rule 4(4) for giving preference to 'locals' was put to test and the Supreme Court, in the matter between the State of Sikkim and Surendra Prasad Sharma and other (AIR 1994 SC 2342), upheld the constitutional validity of the said rules.



SIKKIM GOVT. SERVICES (LEAVE) RULES, 1982

Rule – 4

- (1): Right to leave : Leave cannot be claimed as matter of right.**
- (2) May be refused or revoked or curtailed if the exigencies of public service require.**
- (3) May commute to any kind of leave.**
- (4) Unauthorized absence from duty without prior sanction or refusal to return on recall shall be treated as misbehaviour and liable for Disciplinary Action and the period of absence may be treated as Dies Non.**

Rule 6 : Earning of Leave : (Duty Period)

Casual Leave, In-service Training, Joining Time, Departmental Examination Leave under Rule 25, Quarantine Leave but not EL, HPL, SL, Maternity Leave, PL, Commuted Leave.



Rule 12 : Recall to duty before expiry of leave :

In public interest, one can be recalled before expiry of sanctioned leave and unavailed portion credited to his leave A/C.

Rule 15 : Combination of different kinds of leave

Can be combined except Casual Leave which cannot be combined as it is treated as on duty.

Rule 16 : Maximum amount of leave admissible :

(1) Earned Leave 120 days in one spell

(2) HPL 720 days in one spell

(3) Total continuous period absence on leave shall not exceed 1080 days in one spell.

No leave shall be granted to a Govt. Servant placed under suspension.



Rule 19 : Commuted Leave (Medical Leave)

Rule 20 : Extra Ordinary Leave

Rule 21 : Maternity Leave (180 days)

Rule 21A : Paternity Leave (15 days)

Rule 22 : Study Leave (Maximum upto 720 days
(Granted Half Pay & Full Allowances during
Study Leave)



Rule 23 : Special Disability Leave for accidental injury.

Rule 24 : Quarantine Leave

Rule 25 : Departmental Examination Leave

Rule 26 : Examination Leave

Rule 26A : Special Leave to appear for CCS (Mains) Examination

Rule 27 : EL for persons serving in vacation Deptt.

Rule 27A: Medical Leave to Teachers (Actual Hospitalization on full pay)

Rule 36 : Cash payment in lieu of unutilized EL on the date of retirement



Rule 37 : Unutilized EL /HPL of deceased Govt. servant....

Rule 39 : Encashment to Group C & D once in a block of 03 years.

Rule 40 : Leave Salary

Rule 43 : Power to Relax....

Thank you.....



SIKKIM GOVERNMENT SERVANTS' CONDUCT RULES, 1981

1. Short title, commence and application :-

Came into force w.e.f. 14.04.1981

Shall apply to every person appointed to a Civil Service or post in connection with the affairs of the State of Sikkim and who are subject to the rules making powers of the Government.

Not applicable to members of AIS and deputationist from outside Sikkim subject to consultation with such organization, if any.



2. Definition :

Appointing Authority : Authority specified Sikkim Govt. Servants' Discipline & Appeal Rules, 1974 which have since been superseded by new set of Rules, viz. Sikkim Govt. Servants' (Discipline & Appeal) Rules, 1985 w.e.f. 08.02.1985.

3. General :-

(i) Every Govt. Servant shall at all times –

(a) Maintain absolute integrity,

(b) Maintain devotion to duty,

(c) do nothing which is unbecoming of a Government Servant.

(ii) Every Govt. Servant holding a supervisory post shall take all possible steps to ensure the integrity and devotion to duty of all Govt. servants for the time being under his control or authority.



4. Consumption of intoxicating drinks or drugs.....

(i) to (iv) : No Govt. servant shall be under the influence of intoxicating drinks or drugs to such extent as to render him incapable of discharging his duties properly and efficiently.....

5. Employment of near relatives of Govt. servant in Companies or Firms :

(i) to (v) : No Govt. Servant shall use his position or influence directly or indirectly to secure employment for any members of his family in any company or Firm which has official dealings with the Govt.....



6. Taking part in politics and election :-

Should not associate with any political party or organization which takes part in political movement or activities.....

7. Joining of association by Govt. Servants :-

Not allowed whose objects or activities are prejudicial to the interests or the sovereignty and integrity of India or public order or morality.

8. Demonstration and Strike :

Should not engage himself or participate which is prejudicial.....

9. Connection with press or radio....

10.Criticism of Govt.....



11. Evidence before Committee or any other authority.....

12. Unauthorized communication of information..

**12A. Communication of official information :
Which can be disclosed under RTI Act,
2005**

13. Subscriptions

14. Gifts.....

18. Insolvency and habitual indebttness...

**19. Movable, Immovable and Valuable
Property :-**



Annual Property Returns is mandatory as per this Rule/Provision.

Movable Property Value of Rs. 7000/- above and Rs. 18000/- above for Class III/IV and Class I/II employee shall file a Return for such transactions in APR.

20. Vindication of acts and character of Govt. Servants :

Shall not approach court or press for vindication/justification/acquittal of any official act.

21. Canvassing of non-official or other outside influence.....

**22. Restriction regarding marriage :-
Marriage Not allowed, if spouse living..
Permissible under Personal Law....**

23. Employment of Child Labour below 14 years of age

24. Prohibition of Sexual Harassment of working women...(Complaint Committee as Inquiring Authority)

SIKKIM GOVERNMENT SERVANTS' (DISCIPLINE & APPEAL) RULES, 1985

- # Shall apply to every person appointed to a Civil Service or post in connection with the affairs of the State of Sikkim and who are subject to the rules making powers of the Government.**

- # Not applicable to members of AIS and deputationist from outside Sikkim AND members of SPS or any person appointed to the Sikkim Police Force including persons holding police rank included in the executive cadre of Sikkim Vigilance Police Force and Sikkim State Jail employees. They are covered by Sikkim Police Force (D&A) Rules, 1989 and Sikkim State Jail Employees (D&A) Rules, 2002, respectively.**



Rule 3. Penalties :

Minor Penalties –

- (i) Censure;**
- (ii) Withholding of his promotions**
- (iii) Recovery from his pay of the whole or part of any pecuniary loss caused to the Govt. by negligence or breach of orders;**
- (iv) Withholding of increments of pay.**

Major Penalties –

- (v) Reduction to a lower state in the time scale of pay for specified period (earning and postponing of increments).....**
- (vi) Reduction to a lower time scale of pay, grade, post or service (bar for promotion)....**
- (vii) Compulsory Retirement**
- (viii) Removal from service (no disqualification)**
- (ix) Dismissal from service (disqualification)**

- 4. Disciplinary Authority...**
- 5. Procedure for imposing penalties :**
 - # Memorandum/Chargesheet to be issued**
 - # Statement of Article of Charges (Annexure-I)**
 - Article-1**
 - Article-2**
 - Article-3.....**
- # Statement of Imputation of Misconduct or Misbehaviour in support of the Articles of Charges (Annexure-II)**
 - Article-1**
 - Article-2**
 - Article-3.....**



Contd.....

List of documents by which the Article of Charges framed are proposed to the sustained (Annexure-III)

List of Witnesses by whom the Article of Charges framed are proposed to the sustained (Annexure – IV)

Written Statement of Defence

Inquiry to be conducted...

Disciplinary Authority....

Inquiring Authority...

Presenting Officer....

6. Common Proceedings.....

7. Special Procedures in certain cases (criminal charge etc.)

8. Suspension.....


9. Appeal...

10 Revision

11. Review....



FLOW-CHART/STAGES OF DISCIPLINARY PROCEEDINGS

- 1. Written Complaint (Report of Misconduct)**
 - 2. Preliminary Enquiry (If there is no prima-facie case, drop the case.)**
 - 3. Suspension, if necessary.**
 - 4. Order for payment of Subsistence Allowance**
 - 5. If the situation does not warrant his immediate suspension, the employee will be on duty and we get to the next stage.**
 - 6. Framing of Chargesheet.**
 - 7. Serving Charge Sheet (Direct Service/Regd. Post/New Paper etc.)**
 - 8. Study the reply given by the Sharge-sheeted employee**
 - 9. Appointment of Inquiring Authority & PO**
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- 10. Serving Enquiry Notice**
- 11. Enquiry Proceedings**
- 12. Enquiry Report**
- 13. If the charges are proved, check the past record and if any conciliation or adjudication proceedings are going on.**
- 14. Final Show cause notice before punishment/penalty**
- 15. Study of reply given to final show cause notice**
- 16. Consult SPSC**
- 17. Issue Penalty imposition order**
- 18. Appeal by the accused employee**
- 19. Reply to appeal and final Punishment order / Disposal of appeal**
- 20. Implementation of punishment order and closing of the file**



**MANUAL
OF
OFFICE PROCEDURES,
1998**



CHAPTER – 1

Special Meanings

1. **‘CASE’** means a current file or a receipt together with other related papers, if any.
2. **‘Central Receipt and Issue Section’** means a unit within a department consisting of the central registry and the central issue section.
3. **Central Registry’** means a unit within a department charged with the responsibility of receiving ,registering and distributing dak meant for the department.
4. **Classified Dak’** means a dak bearing a security grading .
5. **‘Correspondence Portion’** in relation to a file means the portion of the file itself.
6. **‘Current File’** means a file action on which has not been completed.
7. **‘Dak’** includes every type of written communication such as letter, telegram, fax/WT messages, inter-departmental notes, file which is received, weather by post or otherwise, in any department for its consideration.

SPECIAL MEANINGS.....

8. ***'Dealing hand'*** means any functionary such as a LDC, UDC, HA, entrusted with initial examination and noting upon cases.
9. ***'Diarist'*** means a clerk within a section charged with the responsibility, inter alia, maintaining the section diary.
10. ***'Diarising'*** means registering a receipts in the section diary.
11. ***'Diary No.'*** means the serial no. assigned to a receipt in the section diary followed by code letters identifying the section diary, the year and the abbreviated symbol of the section.
12. ***'Docketing'*** means making of entries in the notes portion of file about the serial no. assign to each item of correspondence (weather receipt or issue) for its identification.
13. ***'File'*** means a collection of papers on a specific subject matter assigned a file no. and consisting of one or more of the following papers :
 - a) Correspondence
 - b) Notes



SPECIAL MEANINGS.....

14. ***'Final disposal'*** in relation to a case under consideration means completion of all actions thereon culminating, where necessary, in the issue of final orders or final reply to the party from which the original communication emanated.
15. ***'Fresh Receipt (FR)'*** means any subsequent receipt on a case which brings in additional information to aid the disposal of the paper under consideration.
16. ***'Indexing'*** in relation to a file means indicating its title under appropriate catch words arrange in the alphabetical order with a view to facilitate its location in the event of need.



SPECIAL MEANINGS

17. **'Issue'** means a communication issued in a case.
18. **'Minutes'** means a note recorded by the Governor, the Chief Minister or a Minister.
19. **'Note'** means the remarks recorded on a case to facilitate its disposal and includes a precis of previous papers, a statement or an analysis of the questions requiring decision, suggestions regarding the course of action and final orders passed thereon.
20. **'Paper under Consideration (PUC)'** means a receipt on a case the consideration of which is the subject matter of the case.
21. **'Personal Staff'** in relation to a functionary means and includes PS, PA, Steno., Clerk or any other clerical staff appointed to assist him as well as the personal section of a Minister.



SPECIAL MEANINGS

- 23. **‘Postal Dak’** means all dak received through Posts & Telegraphs Offices.
- 24. **‘Security Grading’** means security marking **‘Confidential’**, **‘Secret’** or **‘Top Secret’**.
- 25. **‘Urgent Dak’** means dak marked **‘Immediate’** or **‘Priority’** and includes telegrams, Fax, Wireless Messages etc.



II. MACHINERY OF GOVERNMENT.

1. ***The Governor*** : The executive power of the State formally vests in the Governor and may be exercised by him either directly or through officers subordinate to him, in accordance with the Constitution.
2. ***Council of Ministers*** : In exercise of his functions, Governor is aided and advised by a COM headed by CM. In actual practice, the executive authority resides in the COM.
3. ***Transaction of Business*** : All the Business of the State are transacted as per :
 - a) The Government of Sikkim (Allocation of Business) Rules, and
 - b) The Government of Sikkim Rules of Business
4. ***Department*** :
 - a) Responsible for the formulation of the policies of Government within its sphere of responsibility and also for the execution and review of these policies.
 - b) Wings, Divisions, Branches and Sections
 - c) Secretary as HOD and advisor to Minister



III. DAK-RECEIPTS, REGISTRATION & DISTRIBUTION.

- Acknowledgement of Dak.
- Registration of Dak
 - a) CR No. Date to be given
- Distribution of Dak :To be distributed as per classification/categorization.



IV. RECEIPTS – SUBMISSION AND DIARIZATION

1. Diarizing of receipts in sections

- a) Each section will maintain a section diary for receipts. Separate diary will be maintained for every calendar year.
- b) Diary No. is to be given by diarist in all the receipts.
- c) OS/HA/UDC will scrutinize the section diary once a week.

2. Action by higher officers :-

- a) Receipts to be submitted to higher officers in a pad



V. ACTION ON RECEIPTS

1. Action by dealing hand

- a) will go through the receipts,
- b) make entries in the dairy,
- c) separate receipts
- d) check for enclosures,
- e) endorse to other section, if required,
- f) file the receipts,
- g) Assign page No.,
- h) Docket the receipts,
- i) identify and examine the issue,
- j) record a note in the case
- k) put-up the case to appropriate higher officer.



2. General instructions regarding noting :-

a) The work should be started with the following details of “PUC”: **(DOCKETING)**

- Letter No./Receipt No. _____
- Date : _____
- Received from : _____
- Subject : _____
- Section/No. _____
- Dated : _____

Additional Noting, if any thereafter.....

Rubber stamp can be made as above and should be filled up in **red ink.**



- a) The body of note usually consists
 - (i) The factual position
 - (ii) Points for decision and alternative solution
 - (iii) The suggested course of action
- b) When a PUC is self-explanatory and no precedents or policy is involved, the dealing hand may straight away put up a DFA.
- c) The note should be concise and to the point.
- d) In almost all the cases, notes are anticipated to be typed which it reaches higher level.
- e) The dealing hand should sign the note with date in his full name and not with initials on the left hand side below the notes. The higher officers will append their sign. with date on the right hand side of the notes. It is incorrect to append caste or sect to the sign.
- f) Note should be in third person in a temperate and courteous language and free from personal remarks. The language of office notes should be simple and brief. The use of abbreviation, which are un-common should be avoided.



- g) It should not end at the bottom of the NSP while submitting to the higher officials.
- h) Blank NSP should be attached.
- i) After the note has been completed, the case should be marked to the next higher level, on the left hand side just below the signatures of the dealing persons.
- j). The note portion should then be covered in the file cover meant for notes and then only the case passed on to the higher level in order to ensure safeguards against tearing and also to ensure secrecy of office noting.

3. Modification of notes and orders :

- a) Senior Officers should not require any modification in, or replacement of the notes recorded by their juniors once they have submitted to them. Instead, the higher officers should record their own notes giving their views on the subject, where necessary correcting or modifying the facts given in earlier notes. In other words, they may supersede the notes of the junior officials but replacement or modification once recorded should not be permitted. It is permitted only in cases already decided and if conveyed with wrong facts but only with approval of officers/minister higher than the officers who has accorded earlier approval.



4. Noting on files received from other department:

- It should be done in separate file of receiving department and only the decision will be conveyed.

5. Oral Discussions :

- All points emerging from discussions between two or more officers of the same deptt. and the conclusions reached will be recorded on the relevant file by the officer authorising action.
- All discussions/instructions/decisions which the officer recording them considers to be important for the purpose, should be got confirmed by all those who have participated in or are responsible for them. This is particularly where the policy of the Govt. is not clear.

6. Oral instructions by higher officers –

(i) Where an officer is giving direction (including telephonic direction) for taking action in any case in respect of matters on which the officer or subordinate has powers to decide, the subordinate shall ordinarily do so in writing. If, however, the circumstances of the case are such that there is no time for giving the instructions in writing, they should follow it up by a written confirmation at the earliest.



- (ii) When an officer is acting under instructions of an official superior, he shall obtain the directions in writing wherever practical before carrying out the instructions. Where it is not possible to do so, he shall obtain written confirmation of the directions, as soon thereafter as possible. If the officer giving the instructions is not the immediate official superior but is one higher to the latter in the hierarchy, the officer shall bring such instructions to the notice of the immediate superior at the earliest, and thereafter the latter will obtain the written confirmation of the directions from the senior officer who gave the instructions.

7. Oral orders on behalf of or from Minister:-

- (i) Whenever a member of the personal staff of a Minister communicates to any officer an oral order on behalf of the Minister, it shall be confirmed by her/him in writing, immediately thereafter.
- (ii) If any officer receives oral instructions from the Minister or from her/his 14 personal staff and the orders are in accordance with the norms, rules, regulations or procedures they should be brought to the notice of the Secretary (or the head of the department where the officer concerned is working in or under a non-secretariat organization).

- (iii) In all cases of oral/orders which are not in accordance with the norms, rules, regulations or procedures, clear orders from the Secretary (or the head of the department in case she/he is working in or under a non-secretariat organization) should be sought about the line of action to be taken, stating clearly that the oral instructions are not in accordance with the rules, regulations, norms or procedures.
- (iv) In rare and urgent cases when the Minister is on tour/is unwell and the approval has to be taken urgently on telephone, the decision of the Minister shall be conveyed by the Private Secretary. In such cases, confirmation of Minister shall be obtained, subsequently at the earliest.

8. Confirmation of oral instructions –

- (i) If an officer seeks confirmation of oral instructions given by his superior, the latter should confirm it in writing whenever such confirmation is sought.



(ii) Receipt of communications from junior officers seeking confirmation of oral instructions shall be acknowledged by the senior officers or their personal staff, or the personal staff of the Minister, as the case may

9. Filing of papers :

- a) It should be punched.
- b) CPs and NSPs should be placed in separate file cover if bulky but can be single cover if file is not bulky.
- c) Routine receipts & issues (e.g. reminders /acknowledgement)
- d) If bulky, file should be closed and Volume II may be started with same name/no.



10. Use of Urgency grading :

- Two urgency gradings authorized for use on cases are **'Immediate'** and **'Priority.'**
- The label **'Immediate'** and **'Priority'** will be used in cases requiring prompt attention.



VI. FORMS AND PROCEDURES OF COMMUNICATION

1. *Forms of written communication :-*

a) **Letter** – Used for corresponding with Central Govt. other State Govt., SPSC, Heads of attached and Subordinate Officers, PSUS, Public etc. with the salutation Sir/Dear sign as appropriate.

b) **Official letters** emanating from a department and purporting to convey the views or orders of the Govt. of Sikkim must specifically be expressed to have been written under the directions of Govt.

2. **Demi-Official Letters** : It is a form of correspondence between Govt. Officers in official, capacity which require personal attention of the individual addressed. It is written in first person in a personal and friendly tone.

3. **OM** : This form is generally used for corresponding with other departments or in calling for information from or conveying information to its employees. It may also be used in correspondence with attached/subordinate officers. It is written in third person and bears no salutation or superscription except the name and designation of the officer signing it.



4. **Office Order** : This form is generally used for issuing instructions meant for internal administration, eg. Grant of regular leave, distribution of works among officers / sections.
5. **Order** : This form is generally used for issuing certain types of financial sanctions and for communicating Government orders in disciplinary cases etc. to the official concerned.
6. **Notification** : This form is mostly used in notifying the promulgation of Statutory rules and orders, appointments and promotions of gazetted officers etc. through publication in the Gazette of Government of Sikkim.
7. **Resolution** : This form of communication is used for making public announcement of decision of Government in important matters of policy, e.g. the appointment of committees or commissions of enquiry. Resolutions are also usually published in the Gazette of Government of Sikkim.
8. **Press Communique / Note** : This form is used when it is proposed to give wide publicity to a decision of Government. A press communique is more formal in character than a press note and is expected to be reproduced intact by the press. A Press Note, on the other hand, is intended to serve as a hand-out to the press which may edit, compress or enlarge it, as deemed fit.



9. **Reference to the Advocate General of Sikkim :**
Reference to the Advocate General will be made only by the Department of Law.
10. **Reference to the Accountant General of Sikkim :**
Reference to the Accountant General of his views or advice can be made only be or through the Department of Finance.
11. **Reference to SPSC :** Reference to the SPSC will normally be made in the form of letters addressed to the Secretary.
12. **Correspondence with the Legislative Assembly Secretariat:** Communication meant for Legislative Assembly Secretariat and requiring urgent or high level attention may be addressed to the Secretary concerned and not directly to the Speaker.



DRAFTING OF COMMUNICATIONS

13. Procedure for drafting :-..... To be simple and straight cases and should not be repetitive in nature...

It should be clear, concise and incapable of misconstruction....No lengthy sentences should be used.... Circumlocution, superlatives and repetitions of words, observations or ideas should be avoided...

14. Draft should clearly specify the enclosures which are to accompany the fair copy.



15. Authentication of Government orders :

- All orders and other instruments made and executed in the name of the Governor/President shall be expressed to be made in his name and signed by an officer having regular or ex-officio secretariat status of and above the rank of Under Secretary, or other specifically authorized to authenticate such orders under the Authentication (GOI-Orders and Other Instruments) Rules, 2002 (as amended from time to time).

16. Addressing communications to officers by name.... To be avoided except in Demi-official seeking his personal attention on the subject.



FILING SYSTEM

1. Filing system based on subject classification
2. File Register ... A record of files opened during a calendar year will be kept in a file register.
3. Part file
4. Movement of files and other papers ... To be maintained in file movement register..



5. Classification of Records :

- (1) Class 'A' : 'Keep & print or microfilm.' This classification will be adopted for ;
 - (a) Files of historical importance
 - (b) Files which will qualify for permanent preservation for administrative purpose.

- (2) Class 'B' : 'Keep but do not print or microfilm.' This class will cover files required for permanent preservation for adm. purpose.

- (3) Class 'C' : 'Keep for specified period only.' This class includes files of secondary importance and having reference value for a limited period not exceeding 10 years.



6. Review and weeding of records...

- No file other than ephemeral files mentioned will be weeded out without first reviewing its content.

7. Requisitioning of Records...

- No recorded file will be issued from the sectional, departmental record except against a signed requisition.
- The requisition will be kept in the place of the file issued

