



**NATIONAL RURAL ROADS DEVELOPMENT
AGENCY**

**MINISTRY OF RURAL DEVELOPMENT
GOVERNMENT OF INDIA**

**OFFICE PROCEDURE
MANUAL**

DECEMBER, 2004

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DEFINITIONS

- **Agency:** The National Rural Roads Development Agency (NRRDA).
- **Case:** A current file or a receipt together with other related papers, if any.
- **Competent Authority:** Director General, NRRDA, or such other authority to whom powers to be exercised under any of the Rules are delegated by the Director General.
- **Contingent Expenditure:** All incidental and other expenditure including expenditure on stores which is incurred for the management of an office. It does not include any expenditure, which has been specifically classified as falling under some other Head of expenditure.
- **Controlling Officer:** An officer entrusted with the responsibility of controlling incurring of the expenditure and/or declared as such in respect of each category of employees of the Agency.
- **Correspondence portion:** The portion containing 'Receipts' and office copies of 'Issue' in a file.
- **Current file:** A file action on which has not been completed.
- **Dak:** Every type of written communication such as letter, telegram, interdepartmental note, file, which is received, whether by post or otherwise, in any department of NRRDA for its consideration.
- **Dealing Officer:** An officer or any other functionary of the Agency entrusted with initial examination and noting upon cases.
- **Diarist:** A clerk charged with the responsibility, inter alia, of maintaining the Division Diary.
- **Diarising:** Registration of receipts in the Central Diary as well as in the diary registers maintained in each Division.
- **Diary number:** The serial number assigned to a receipt in the Central / Division Diary.
- **Disbursing Officer:** A Head of Office and also any other officer designated as such by the Head of Department to draw bills and make payments on behalf of the Agency.
- **Docketing:** Making entries in the Notes portion of a file about the serial number assigned to each item of correspondence, whether Receipt or Issue, for its identification.
- **Employee:** Any person who is serving in the Agency as a regularly appointed employee on deputation from the Government of India or a State Government / U.T. Administration or from any other autonomous or semi-Government organization.
Persons provided under any contract for outsourcing are specifically excluded from the purview of this definition.
- **File:** A collection of papers on a specific subject, assigned a file number and consisting of the following parts, viz., Correspondence, Notes, Appendix to correspondence and Appendix to notes.
- **Final disposal:** Completion of all action in a case culminating, where necessary, in the issue of final orders or a final reply to the party from which the original communication had emanated.
- **Fresh Receipt (FR):** Any subsequent receipt on a case, which brings in additional information to aid the disposal of a paper under consideration.

- **Financial Year:** The year beginning on the 1st of April and ending on 31st of March following.
- **Government:** The Government of India.
- **Head of the Department:** In relation to the Agency, the Director General, NRRDA.
- **Head of Office:** Director (F&A) of the Agency and any other officer or person nominated to act as such by the Head of the Department.
- **Issue:** A communication issued in a case.
- **Limited Tender:** Invitation to tender extended to a limited number of firms which are borne on the list of approved contractors or suppliers.
- **Messenger Book:** A record maintained in the form of particulars of dispatch of non-postal communications and their receipt by the addressees.
- **Misc. Expenditure:** All expenditure not classifiable in the list of object heads of account.
- **Note:** The remarks recorded on a case to facilitate its disposal. It includes a summary of previous papers, a statement or an analysis of the questions requiring decision, suggestions, regarding the course of action and final orders passed thereon.
- **Notes portion:** The portion of a file containing Notes or Minutes recorded on a case.
- **Open Tender:** An invitation to tender by public advertisement.
- **Parliamentary matters:** Parliament Question, Assurances and such other matters.
- **Paper Under Consideration (PUC):** A receipt on a file, the consideration of which forms its subject matter.
- **Pay:** Basic Pay plus Dearness Pay being drawn by an employee.
- **Receipt:** Dak after it has been received by the concerned Division /officer.
- **Recording:** The process of closing a file after action on all the issues considered on it has been completed. It includes operations like completing references, removing routine papers, revising title of the file, changing the file cover, recording the important rulings and decisions, if any, in the Standing Guard File, classifying and stitching the file.
- **Recurring expenditure:** The expenditure on an item which is incurred at periodic intervals, due to the continuing nature of the activity.
- **Reference Folder:** A folder containing copies of relevant rules, orders, instruction etc. arranged in a chronological order.
- **Single Tender:** An invitation to tender sent to a single party.
- **Stores:**
 - All items and materials (including software) purchased or otherwise acquired by the Agency for its use. ('Durable Stores').
 - All expendable and consumable items or materials. ('Consumable Stores').
 - Articles of 'Deadstock' in the nature of plant, machinery, furniture, fixtures etc.
 - This term shall not, however, cover any books, publications, periodicals etc.
- **Storekeeper:** The official entrusted with the management of Stores. (Management shall include indenting, purchase, custody, issue of stores and all other related functions.)
- **Urgent Dak:** Dak marked 'Immediate' or 'Priority'. It also includes telegrams, wireless messages, telex messages, fax etc.

GENERAL GUIDELINES

❑ Working Hours

- ✓ Working hours of the office will be from 9-00 a.m. to 5-30 p.m. with half an hour lunch break from 1-00 to 1-30 p.m. or 1-30 to 2-00 p.m. as designated for different categories
- ✓ The prescribed working hours, including the lunch break, should be strictly adhered to by every body. The officers and the staff must not overstay the lunch break.
- ✓ Every employee shall record his/her attendance in office by putting initials along with the time of arrival/departure in ink.
- * Irregularity in attending office is highly objectionable. It amounts to lack of devotion to duty and shall be viewed with disfavor.
- * Late attendance of an employee may be condoned if caused by reasons beyond his control but not more than twice a month. Half-a-day's casual leave will be debited to the casual leave account of the employee for each occasion of late attendance.
- * Habitual late-coming will invite disciplinary action.

❑ Use of Telephone and Computers

- ✓ Telephones should be used whenever necessary to speed up communication and decision making. STD/Trunk facilities may, however, be used keeping in view the importance / urgency.
- * Use of private e-mail is discouraged and use of Internet chatting is prohibited.
- * Official telephones should not be used for private calls.

❑ Visitors

Personal visitors are not encouraged during office hours. If for urgent or unavoidable reasons, visitors do come to office premises, they will be requested to give their full particulars in the Visitors' Book at the Reception and wait at the Reception. The Receptionist will inform the officer supervising the work of the person whom the visitor wants to meet and, on his approving it, the person may meet the visitor in the Reception premises. Personal visitors cannot visit the working area of NRRDA or the Canteen under any circumstances.

❑ Security

- Security of premises is ensured through personnel provided by the Security Agency engaged for the purpose. Security is also the responsibility of all personnel deployed in NRRDA.
- Before leaving personnel will:
 - Switch off computers and appliances.
 - Lock valuable material.
 - Keep away files and papers.
- Personnel will report any activity / incident having a bearing on security immediately to the Head of Division / Director (F&A).

❑ **Conduct & discipline.**

- ✓ All persons working in the Agency shall maintain proper decorum in office at all times.
- ✓ All employees are expected to be properly and neatly dressed while they are on duty. The service personnel will be in their respective uniforms wherever provided.
- ✓ In case of any misconduct in office the employee concerned would be served a written warning. But if he is still not amenable to discipline, repatriation to his/her parent organization will be considered.
- ✓ Service conditions of the persons deputed by the Service Provider shall be regulated in terms of the agreement entered into between NRRDA and the Service Provider.
- ✓ The whole time of an employee of NRRDA will be at the disposal of the Agency. He can be assigned any work in any manner in the interest of the organization without any additional remuneration.
- ✓ Any person provided by the Service Provider not performing his duties as per expected standards, or behaving in an improper manner shall be reported immediately to the Administration Division who will ask him to report back to the Service Provider.
- ✓ Before leaving the Agency every employee whether on deputation or on contract, shall hand over all papers, property, equipment etc. belonging to NRRDA and acquired by him in connection with his employment or service in the Agency, and obtain a 'No dues' certificate.
- ✓ All service personnel deployed by the Service Provider shall perform the tasks allocated to them with due diligence and shall follow the norms of conduct and discipline applicable.
- ✗ Smoking within the premises of the Agency is strictly prohibited.
- ✗ Talking very loudly so as to cause disturbance for others should be avoided.

❑ **Use of Cell Phones**

Personal cell phones shall be kept in 'silent' mode during office hours.

❑ **Economy**

NRRDA functions from a grant made out of public funds. Due economy consistent with quality must, therefore, be observed, particularly in:

- Use of electricity and electrical appliances.
- Paper and other consumables.
- Telephone, Fax.
- Printing / photocopying.
- Purchase of Stores etc.

Heads of all Divisions will oversee observance of economy instructions.

OFFICE PROCEDURE

□ RECEIPT AND DIARISING OF PAPERS

All communications, files and any other papers (hereinafter referred to as 'Dak') coming to the National Rural Roads Development Agency from outside will be received and acknowledged by the Receptionist at the Reception Desk.

The Receptionist will acknowledge receipt of papers by signing his name in full in ink, with date and time on the Receipt Book / Challan.

He will open the envelopes, except those bearing a security classification (Top Secret, Secret or Confidential) and those that are marked personal; check for enclosures, if any, mentioned therein and make a note on the face of the letter of any item found missing.

- **Registration of Dak:** The communications so received will be entered in the 'Central Diary' maintained in the format given in Appendix 1

The unopened covers / communications will be stamped on their outer covers and diarised without being opened, on the basis of whatever particulars are available outside.

The S.No. of the communication entered in the Central Diary will be referred to as its 'Diary Number'.

The 'Diary Number' will start afresh from Serial No. (1) on the first working day of every calendar year.

A rubber stamp in the format given below will be affixed on the communications entered in the Diary Register and relevant entries made in the spaces provided therein:

NRRDA Central Dy. No. /.(year). Dated
--

- **Distribution and marking of Dak:** The 'Dak' after it has been diarised and stamped will be referred to as 'Receipts'. All such 'Receipts' shall be passed on to the Personal / Office staff of the officer concerned who will initial the Central Diary Register (with date) in token of its receipt. The dak will be separated; dak addressed by name to a particular officer will be placed in a separate 'Dak Pad' and forthwith taken to the officer for his perusal. The officer shall initial the papers (with date) marking them to the L-2/L-3 officers concerned, along with directions, wherever necessary, on the line of action to be taken. After the marking is done, all papers finally come to the L-2/L-3 officer or the diarist who hands over the papers to an official of the Division for diarising.

The person entrusted with the receipt of papers in each Division (the Diarist) will again enter all Receipts / papers coming from the Reception Desk, or otherwise, in the Diary maintained in the Division. Format of the Division Diary is at Appendix - 2.

The Diary Number of the receipt in the Division Diary will also commence afresh on the first working day of each calendar year and shall be indicated on the Receipt as below:

NRRDA
Dy. No. / (year)-(Division)
Date

After entry in the Diary Register, the communication along with the relevant file on the subject, if any, shall be placed before the officer concerned (L-3 or L-2) for initiating further necessary action.

Entries in Columns 5 & 6 of the Division Diary shall be got filled in by the dealing officer after initiating action on the papers.

The papers listed below ***need not be diarised*** in the Division Diary:

- Unsigned communications.
- Casual Leave Applications
- Routine acknowledgements
- Miscellaneous Circulars etc.

□ **FILING OF PAPERS**

A proper filing system is essential for convenient identification, sorting, storage and retrieval of papers.

- **Opening of Files:** All files in the Agency shall be opened under the Functional Filing System as described below:

- **Functional Filing System.**

Functional Filing System is an alphanumeric system and a file number under this consists of the following elements:

- A single alphabet representing the Basic Head followed by a hyphen as the Separator.
- A 2-digit group of Arabic numerals representing Primary Head followed by zero as the Separator.
- A 2-digit group of Arabic numerals identifying the Secondary Head followed by a slant stroke as a Separator.
- Serial number of the file opened during the year under the Secondary Head, followed by a slant stroke as the Separator.
- A 4-digit number representing the year, followed by a hyphen as the Separator.
- A group of abbreviating letters representing the Division / Section opening the file.

A list of Basic/Functional Heads, Primary Heads and Secondary Heads for use in the National Rural Roads Agency is at **Appendix - 3**. In this list Headings preceded by letters of alphabet are the Basic / Functional Heads. The Primary and Secondary Heads have been identified by headings of their respective columns.

Example: Suppose the Accounts Section need to open a file about Grant of Overtime Allowance. A reference to the list of Heads will show that this subject comes under the:

Functional Head:	G. Finance, Budget, Cash & Accounts,
Primary Head:	14. Allowances, and
Secondary Head:	18. Overtime allowance.

Supposing further that they have already opened 5 files about the Overtime Allowance during this year. This will thus be the sixth file on the subject in the year 2004. The file No. in this case will, therefore, be structured as: **G – 14018/ 6 /2004 –Accts. :-**

G	=	Basic/Functional Head,
-	=	Hyphen as separator,
14	=	Primary Head,
0	=	Separator
18	=	Secondary Head
/	=	Separator
6	=	S.No. of file opened on the subject this year
/	=	Separator
2004	=	Year in which file is being opened
-	=	Hyphen as Separator
Accts.	=	Abbreviated name of the Section.

A record of files opened in a calendar year will be kept in the File Register as per the Administration Division format in Appendix - 4. The File Register shall be maintained centrally in the Finance & in the custody of an official to be designated for the purpose. Whenever a new file is to be opened, the officer in whose custody the Register is maintained will be requested to make the necessary entries in the Register and issue the file number. The title of the proposed file will be indicated in the request. In case a similar titled file already exists the request may be returned with a note to this effect.

File Numbers shall be allotted out of the list of Major/Minor Heads in Appendix - 3. Each of these Heads shall be allotted separate page(s) in the File Register.

- **Pre-requisites for opening of new files:** While filing of papers in the right file is important, opening of too many files on the same subject should be avoided. Similarly, a file should not become the repository of a large number of unconnected papers. As such files should be opened on the following principles:
 - Files should be opened simply on a subject, e.g., 'Appointment of PTAs' in case the file is required over a number of years and not too many papers are expected in a year. Generally policy related files will be of this type.
 - In case a large number of papers on the subject are expected each year, files may be opened for each year separately, e.g., 'Training under Word Bank', 'TA for 2003-2004'.
 - Sometimes correspondence takes place with a number of State Agencies on the same subject. The L-3/L-2 officer concerned should consciously decide whether files should be opened year wise for all States, or State wise, or even if volume of correspondence is very high, year wise and State wise. Program related files are likely to be of this type, e.g., 'PMGSY 2004-05 in West Bengal'.
 - Since efficient file classification is of utmost importance the L-3/L-2 officers may consult the Head of Division whenever in doubt.
 - No new files need be opened for dealing with receipts of a purely routine nature. Such papers can either be returned to the originator after recording a reply on the Receipt itself or, being unlikely to generate further correspondence, can be placed in a miscellaneous file to be destroyed at the end of 3 months after expiry of the calendar year.
- **File Structure:** The file shall comprise of two parts, viz.,
 - Correspondence portion containing 'Receipts' and office copies of letters issued from the file.
 - Notes portion, i.e., the portion containing notes or minutes recorded on a case.

The papers to be added to a file should be punched on the left hand top corner tagging the Correspondence portion on the right side of the file cover and the Notes portion on the left side of the same file cover.

In the Correspondence portion the papers will be tagged from right to left, the latest being at the top. The note sheets in the Noting portion will be tagged from left to right the latest being at the top.

Routine Receipts and Issues (e.g., reminders, acknowledgements) and routine notes shall not be allowed to clutter up the file. They will be placed below the file in a separate cover and destroyed when they have served their purpose.

When either of the Notes/Correspondence portion of the file exceeds 100 pages, the file will be got stitched and marked as Vol - I. Further papers on the subject will be kept in a new volume of the same file designated as Vol.-II.

- **Movement of Files:** Every time a file moves from one Division to another (or to DG's Office) or outside to the Ministry, its movement shall be recorded by making appropriate entries in the File Movement Register to be maintained in the format prescribed (Appendix - 5).

A reference to this Register should be able to indicate the whereabouts of a file at any particular point of time.

The File Movement Register shall be maintained centrally in the Finance & Administration Division of the Agency and will remain in the charge and custody of the official entrusted with the function. To enable entries to be made, all files being sent from the Division to another Division / DG / Ministry shall be sent to this official, who will make the entry in the register, and corresponding entry on the note sheet of the file [giving the serial number of the entry in the Movement Register and its date on the margin of the note sheet thus: 118 / 23-8-04]

At the end of each month the custodian of the File Movement Register shall prepare a return in the following format indicating files which have not returned even after expiry of 7 days, and put it up for information of Director (F&A):

Number of Files in movement

< 7 days (No. of files)	7 – 14 days (No. of files)	More than 14 days	
		File No.	Pending with
1	2	3	4

□ ACTION ON RECEIPTS

Receipts are to be processed :- Wherever decision has to be taken based on the content of the receipt, the issue should be identified and processed to enable proper decision making.

- **General Principles:** All action on Receipts shall be result oriented leading to correct and speedy decision making. The L-3 / L-2 officer who first deals with the papers (Dealing officer) shall:
 - ✓ Go through the receipts and separate urgent receipts from the rest.
 - ✓ Deal with the urgent receipts first.
 - ✓ Check enclosures and, if any are found missing, initiate action to obtain them preferably by telephonic or e-mail contact.
 - ✓ See whether any other Division / Officer is also concerned with any part or aspect of a receipt and, if so, send copies or relevant extracts to them for necessary action.
 - ✓ Bring the receipt on to the file, if one already exists dealing with the subject, or open a new file.

- **Page Numbering and Docketing:** A Receipt, on being added to the file, will first be assigned page number(s). For this purpose, each page will be separately numbered on the upper right hand corner, consecutively. Pages left blank or duplicate copies of the same receipt need not be page numbered. Printed documents with their own page numbering may be given a single number. The Receipt will then be docketed. Docketing is the process of assigning a Serial Number to the Receipt and then entering this Serial Number, Diary number and page number of the Receipt on the notes portion of the file. Any remarks that an officer might have recorded on the receipt relating to how the paper should be processed are also to be reproduced below that
- **Recording of Notes:** The Dealing officer will then go through all the relevant papers, identify and examine the issues involved and record a note suggesting further course of action.

For cases of a repetitive nature Standard Process Sheets or Skeleton Notes should be developed and used. A Standard Process Sheet not only saves time and effort, it also acts as a checklist ensuring that no important point has been left out inadvertently or otherwise. Wherever used, this forms part of the notes and no separate note shall be recorded in the file. Skeleton Note is another device for processing routine and repetitive cases where the line of action is well known and settled. This is in the form of a standardized narrative note with suitably placed blank spaces for filling in the particulars concerning that case.

A specimen format each of a Standard Process Sheet and Skeleton Note, devised for processing leave applications is at Appendix – 6 & 6A.

Where the line of action on a receipt is obvious, or is based on a clear protocol or practice and only a communication needs to issue, a reply may be prepared without recording an elaborate or detailed note, and submitted along with the file with a flag 'DFA' (Draft for Approval). Standard drafts of communications may be developed wherever feasible.

In cases where the issue needs to be examined in detail before a decision is taken, the officer handling the case will first:

- See whether all the statements, so far they are open to check, are correct.
- Point out mistakes, misstatements, missing data or information, if any.
- Draw attention, where necessary, to the statutory or customary procedures and point out the relevant law and rules.
- Furnish any additional / relevant data or information where available.
- State the questions for consideration and bring out clearly the points that require to be decided.
- Draw attention to precedents, if any available, and say whether they should be followed or ignored for reasons to be recorded.
- Evaluate relevant data and information; and
- Suggest, where possible, alternate course(s) of action for consideration.

The note so recorded would normally be structured on the following lines:

- Facts of the case.
- Nature of the problem /issues raised and their genesis.
- Any supplementary information relevant to the case.
- Guidelines / procedures relevant to the case and their applicability.
- Any precedents available and, if so, whether they should be followed and if not, why not?
- Views of other departments/organizations, if any, consulted.
- Options available and implications of following each of them.
- Most acceptable course of action and why?
- The authority competent to pass final orders in the matter.

□ **GUIDELINES FOR RECORDING NOTES**

- ✓ Notes and orders will normally be recorded on note sheets. Both sides of the note sheet shall be used.
- ✓ All Notes will be concise and to the point. Lengthy notes are to be avoided.
- ✓ The contents of the papers being examined need only to be referred to, and need not be reproduced in the note.
- ✓ A note will be divided into serially numbered paragraphs of easy size, say ten lines each. The final paragraph should weigh the arguments and make recommendations for action.
- ✓ If the note refers to correspondence in the file, the page number shall be mentioned followed by 'c', e.g., 'p 37/c'. 'C' here stands for correspondence. Similarly if the reference is to an earlier page of the Notes, the reference will be to 'p 37/N'. The serial number of paragraph of the letter / note being referred to may be given.
- ✓ The reference to flags and slips on papers other than the original receipt (Paper Under Consideration or PUC) and the Fresh Receipt (FR) being processed is discouraged except when the file is to go to the Minister.
- ✓ The number of the file referred to will always be quoted in the body of the note. Similarly the number and date of orders, notifications, acts, rules and regulations, referred to will be quoted in the body of the notes, while the alphabetical slips used will be indicated in the margin.
- ✓ The Dealing officer will append his/her full signature *with date* on the right hand side of the note with name, designation and phone number.
- ✓ Relevant extracts of a rule or instruction cited in the note may be photocopied and placed on the file and referred to, rather than reproducing them in the notes.
- ✓ Copies of rules or other compilations referred to in a case should normally be put up with the file unless their copies are expected to be available with the officers to whom the case is being submitted.
- ✓ When passing orders or making suggestions the senior officer will confine his/her note to the actual points he/she proposes to make without repeating the points already covered in the

previous notes. If he/she agrees to the line of action suggested in the preceding note, he/she will merely append his/her signature.

- ✓ If any apparent errors or misstatements in a case have to be pointed out or if an opinion expressed therein has to be criticized, care should be taken to couch the observations in courteous and temperate language free from personal remarks.
- **Calling for Information:** It may sometimes become necessary to collect information from various sources, inside or outside the organization to facilitate disposal of a case. In such a situation, while sending out a circular letter to those concerned, it would be desirable to:

<i>Identify</i>	–	Source of information
<i>Address</i>	–	Only those who are concerned
<i>Specify</i>	–	The information required
<i>Prescribe</i>	–	A format where necessary
<i>Request</i>	–	'Nil' Reports
<i>Fix</i>	–	Last date for sending replies
<i>Compile</i>	–	As you receive replies.

Where two or more Agencies / authorities are simultaneously consulted, the examination and, where necessary, tabulation of the replies will ordinarily be started as soon as replies begin to arrive and not held over till the receipt of all the replies or the expiry of the target date.

While the Dealing officer is expected to use his initiative in making suggestions on course of action, he may, in cases where the issue is complex or no precedent exists, consult his senior officer in order to expedite decision making.

- **Modification of Notes:** Senior officers, desiring to differ with, correct or modify a note recorded by a junior should do so by recording their own notes bringing out their views on the subject. Any replacement/ modification/ pasting over of the notes, which have already been recorded on a file, particularly when others have further noted upon the file, is not permitted. Much of this can be avoided if at receipt stage the senior officer gives clear directions or before dealing the L-3/L-2 officer discusses the case with senior officers, if required.
- **Drafting of Letters:** If the course of action is clear, the dealing officer shall also put up a draft of a letter (Draft for Approval or DFA) to the person / organization concerned. While approving or modifying the note the senior officer will also approve / modify the draft.

In cases where preparation of a draft reply has to follow approval of the note, the L-3/L-2 officer shall, on return of the file along with all the notes of the senior officers, read the notes carefully and ascertain the final decision. He shall then prepare the draft accordingly and put it up for approval to his senior officer who may approve it with or without modification. In complicated cases, he may also put it up to his senior officer. The approved draft will be initialled with date by the officer in whose name the letter is to issue and retained on the file for record.

After the draft has been approved, the L-3/L-2 dealing officer shall get it typed in fair, and put it up on the file for signatures or sign it himself if authorised. All such letters will be put up on the file itself, along with enclosures, after comparison with the approved draft. The name, designation, telephone number and e-mail address of the issuing office shall be clearly mentioned. The office copy of the letter shall be initialled with date and kept on the file.

In case identical letters are issued to a number of addressees, instead of retaining office copies in each case, one copy along with the complete list of addressees may be retained.

General guidelines on drafting of correspondence are given in Appendix - 7.

- **Issue of Communications:** After the approved draft has been fair-typed, enclosures to accompany the communication, if any, shall be added before the fair copy is signed, unless the enclosures are too bulky. After signature the letter shall be given to the Dispatcher after recording his receipt (with signature, Dispatch No. and date) on the office copy. The dispatcher shall also record the receipt of the enclosures so that letters do not get dispatched without the requisite enclosures.

The office copy shall be placed in the file and docketed after it is given a serial number and a page number. On the notes portion of the file, the issue of the communication shall be recorded on the margin where the draft was approved, as follows: ' Issued on (date) at page No. ___ '

- **Dispatch:** The Receptionist will function as the Dispatcher and shall maintain the 'Dispatch Register' in the format given in Appendix – 8.

The Dispatcher shall accept all communications for dispatch received from the Divisions, enter them in the Dispatch Register after checking that the address is complete and enclosures mentioned have been attached. He shall then record the Dispatch number and date on the office copy of the letter and return it to the Division.

All communications and / or files meant for the Ministry of Rural Development shall be sent only through an official messenger.

The time of dispatch shall always be noted by the Dispatcher in the Messenger Book. (Appendix – 9) The recipients will similarly be required to indicate the time of receipt at their end.

On his return the Messenger Book shall be checked by the Dispatcher to confirm that all papers have been delivered to, and acknowledged by, the addressee.

All communications to other destinations shall ordinarily be sent through normal postal channels. Expensive facilities like Speed Post, Courier etc. shall be avoided. They may be used only for urgent and important communications and that too under specific directions of the Dealing officer concerned.

A record of the communications dispatched through post / Speed Post / Courier etc., and the value of stamps used shall be maintained by the Despatcher in the Despatch Register described in Appendix - 8.

When a communication is being sent by registered post (acknowledgement due), the number of the communication will also be written on the 'acknowledgement card' so that, when received back, it can be sent to the Division concerned.

- **Accessibility of Information:** Free flow of information within the system is necessary for proper decision making. The following steps may be taken for this purpose:
 - All important communications being issued containing general guidelines etc. should be uploaded to the website by sending the electronic text to the IT Unit (nrrda@pmgsy.nic.in) as a mail attachment.
 - A copy of all important communications likely to be required in future (whether issued or received) should be endorsed to the Division's own Guard Files (as described below) and all other Divisional Heads who need to be kept informed.
- **Guard Files:** Each Division shall open Guard Files on important subjects in its charge. Copies of all important documents received or issued shall be filed in the Guard File. The maintenance of the Guard Files will be the personal responsibility of the L-3/L-2 officers concerned. Divisional Head may usefully maintain their own Guard files in addition.

Standing Guard Files will be prepared on 'type' subjects dealt with by a particular Dealing Officer like Pay, Allowances, Quality Control, Grants etc. and will comprise of the three parts listed below. Each of these will be in a separate folder but all of them will be kept together at all times:

- ✓ **Part-A:** A running summary of the principles and policy relating to the subject with file number(s) and date of relevant decision or orders quoted in the margin against each of them.
- ✓ **Part B:** Copies (or relevant extracts) of the decisions or orders referred to In Part A arranged in chronological order; and
- ✓ **Part C:** Model forms of communication to be used at different stages in the disposal of a case.

The Standing Guard Files

- ✓ provide new officers with the background, policy and procedures on the subject;
- ✓ facilitate quick submission and disposal of cases`;
- ✓ help in locating previous papers having a bearing on the subject.

□ FORMS OF COMMUNICATION

The forms of communication to be used in the National Rural Roads Development Agency for official correspondence are described below.

- **Letter** - All official communications with the State Governments, statutory bodies, autonomous bodies, public bodies, members of the public shall be in the form of a Letter. A letter begins with the salutation '*Sir/Madam*' as may be appropriate and ends with the subscription '*Yours faithfully*'.
- **Demi-Official letter** - A demi-official (D.O.) letter is used for correspondence between officers of the same rank (or when the addressee is not more than one or two levels above the officer who is writing) or while writing to a non-official, for an inter-change of views, communication of information or opinion without going through the formality of prescribed procedures. It may also be used when it is desired that the matter should receive personal attention of the addressee.

A d.o. letter is written in the first person in a personal and friendly tone. Name, designation and telephone number of the sender are given on the top of the letterhead. The salutation used is '*My dear*', '*Dear Shri*' or even '*Dear Sir/Madam*' as may be required. It ends with an expression of personal regards and the subscription '*Yours sincerely*'. Communications to non-officials may also take the form of a demi-official letter.

- **Office Order** - Instructions meant for internal administration of the Agency, e.g., grant of regular leave, distribution/redistribution of work among officers/ Divisions etc. will be issued through an Officer Order.
- **Order** –This form is to be used for:
 - Issuing of financial sanctions, and
 - For communicating orders in disciplinary cases, etc. to the officials concerned.

Specimen formats of all these forms of communication are available in Appendix - 10.

□ RECORDS MANAGEMENT

- **Recording of Files:** A file shall be closed and recorded after action on the issues considered in it is complete. Files opened with respect of a particular year, e.g., 2003-04 will be closed after no further correspondence is expected in respect of that year. Orders for closure and recording shall be passed on the file itself.

Files of a purely ephemeral nature containing papers of little or no reference value shall be destroyed without being formally recorded three months after the relevant calendar year is over.

- **Procedure for Recording of Files:** After the issue(s) considered on the file are decided and settled and no further action remains pending, the Dealing officer/ initiating officer shall close and record the file. For this, he shall:
 - Indicate appropriate classification of record and, in the case of category 'B' records, specify the retention period and year of destruction on the file cover;
 - Where necessary, revise/modify the title of the file so that it describes adequately the contents at that stage;
 - Retain such extracts from the file, copies of important decisions, documents, etc., as may be useful for future reference and add them to the Standing Guard File.
 - Remove all superfluous papers such as reminders, acknowledgments, routine slips, working sheets, rough drafts, surplus copies, etc., and destroy them;
 - Note previous and later references on the subject in the spaces provided on the file cover.
 - Mark in ink the page numbers and other references, earlier made in pencil.
- **Action on the Recorded File:**
 - Columns 4 and 5 of the File Register (Appendix – 4) shall be completed by entering the date of closing of the file, its classification and the date of review respectively. Entry in column 2, pertaining to the subject of the file shall also be revised, if necessary.
 - Word 'Recorded' shall be written prominently in red ink, in the Remarks column of the File Movement Register.
 - Appropriate classification of the file, period of its retention and year in which it is to be destroyed shall be indicated on its cover.
 - Cover of the file shall be replaced by a fresh cover if the original one has got damaged or otherwise needs to be replaced due to changes in the title etc. All the entries on the original cover shall than be repeated on the new cover.
 - Damaged papers in the file, if any, shall be repaired and the file will be stitched.
- **Classification of Records:** Files may be classified under any one of the following categories:
Category 'A' – 'Keep permanently'.

This classification covers files required for permanent preservation for administrative purposes. Further details about this category may be seen in Appendix - 11.

Category 'B' – 'Keep only for the period specified'.

This classification includes files of secondary importance having reference value for a limited period, ordinarily not exceeding 10 years.

- **Custody of Records:** A Recorded file shall remain with the Dealing officer for a period of one year after it is recorded since it may be required again.

After one year the records shall be transferred to the Record Room for safe custody.

The Record Room shall be in the over all charge of F&A Division and will be managed by an official nominated for the purpose by Director (F&A).

The recorded files transferred to the Record Room shall be accompanied by a list (in duplicate) in the format below :

S.No.	File No.	Subject	Classification & Year of Review	Date of actual destruction
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Receipt of files as per the list shall be verified by the official in charge of the Record Room. He shall retain one copy of the list and return the other, duly acknowledged, to the Division transferring the record. These lists shall be maintained separately for each Division.

A record Review Register (Appendix – 12) will also be maintained with a few pages earmarked for each future year. Class 'B' files marked for review in a particular year will be entered in the pages earmarked for that year in the register.

- **Storage of Records:**

- Records should be stored in a secure place that is properly ventilated with adequate lighting and is free of dampness, dust and termites etc.
- The records will be arranged serially Division / Unit-wise, with proper labeling on the shelves.
- The Record Room and all the shelves/ almirahs holding records therein should be regularly cleaned/ dusted/ fumigated. The area should also be rendered fireproof.

- **Retention of Records:**

A Record Retention Schedule laying down the number of years for which a recorded file needs to be kept shall be maintained to ensure that the recorded files are neither destroyed prematurely nor are they kept for periods longer than necessary.

- Records pertaining to internal administration and management of office in the Agency shall be retained for periods indicated in Appendix - 13.
- Records relating to the Establishment, Personnel and Housekeeping matters shall be retained for the periods indicated in Appendix - 14.

- Records connected with Accounts shall be retained for the periods indicated for each of them in Appendix - 12 of the General Financial Rules (GFR) of the Government.
- Records not covered under any of the above shall be retained initially for periods ranging from 1 - 5 years depending upon the requirements of a particular case. Wherever considered necessary, guidance shall also be sought from the Record Retention Schedule brought out by the Department of Administrative Reforms & Public Grievances, Ministry of Personnel, P.G. and Pensions.

Notwithstanding the above provisions, the categories of records listed below shall not be destroyed:

- Records connected with expenditure, which is within the period of limitation fixed by law.
- Records connected with expenditure on projects, schemes or works not completed, although beyond the period of limitation.
- Records connected with claims to service and personal matters affecting a person in service.
- Orders and sanctions of a permanent character.

- **Review and Weeding of Records:**

- ✓ On the expiry of retention period of a record it shall be taken out and sent to its originator/dealing officer for review to see whether the file needs to be retained any further.
- ✓ Each year, in the month of January, the official incharge of the Record Room shall take out the files due for review in that year, and send them to the Divisions/Units concerned together with a list, in four lots in the months of January, April, July and September.
- ✓ Files in Category 'B' shall be reviewed on expiry of the specified retention period and weeded out unless there are sufficient grounds warranting their further retention. Justification for retaining a file after review shall be recorded on the file.
- ✓ If the retention period of a category 'B' file continues being extended beyond a total period of 10 years, the possibility of placing it in category 'A' shall be examined.
- ✓ After review suitable entries shall be made in the File Register to indicate whether the file has been weeded out or retained further.
- ✓ Records not falling within the category of files, e.g., old publications, spare copies of circulars and orders shall also be reviewed at suitable intervals and those no longer needed shall be weeded out.
- ✓ The files to be retained further after the review shall be returned to the Record Room.
- ✓ Files that have been weeded out shall be destroyed through shredding machines.
- ✓ Files bearing any of the security classifications shall, however, be destroyed only by burning.

- **Control on Creation of Records:** The number and volume of records created in the Agency should be kept to the minimum possible commensurate with the present and future needs of the

Agency because having too many records makes their retrieval difficult and puts undue strain on resources of the Agency.

Files may be opened only in cases where future correspondence is likely to be generated. Other papers could just be dealt with under Dy. Nos., filed and later destroyed after a year.

Papers of ephemeral value should be segregated right from the beginning from more important documents and kept separately. These papers may be destroyed later.

- **Management of Publications:-** Storage of Publications of the Agency shall also be managed by the in-charge record Room, as follows:-
 - A Register of Publications shall be maintained. As and when copies of a publication are received, he shall enter the name, date and Division and file no., from which order was placed, in the Register. A separate page will be opened for each publication.
 - The number of copies received will be entered as opening balance. As copies are issued, these will be recorded with date, and balance worked out
 - Ten copies of each publication will be retained as permanent inventory. As soon as stock is likely to be exhausted, the incharge, Record Room shall inform the Division responsible for the publication so that re-ordering / republication can be decided.
 - Copies of all publications shall be stored in shelves in such a way that they do not get damaged. The shelves shall be properly labelled.
 - The incharge Record Room shall also ensure that adequate copies of all publications are available in the room of the officers and in the Reception.
 - As soon as a new publication is received he shall liaise with the Division concerned and arrange to ensure that the publication is distributed / circulated to all concerned at the earliest.
 - The incharge record Room shall submit to Director (F&A) a monthly account of stock of publications in the following format:

Name of Publication	Date of Printing	Division	No. of copies printed	No. of copies in stock
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STORES

□ DEFINITIONS:

- '**Competent Authority**' means the Director General, NRRDA or any other officer to whom he delegates his powers under these Rules.
- '**Limited Tender**' means invitation to a limited number of firms, which are borne on the list of approved contractors or suppliers.
- '**Open Tender**' means an invitation to Tender by public advertisement.
- '**Single Tender**' means an invitation to tender sent to a single party.
- '**Stores**' shall include:
 - All items and materials (including software) purchased or otherwise acquired by the Agency for its use. (Such items shall be called 'Durable Stores'.)
 - All expendable and consumable items or materials. (Such items shall be called 'Consumable Stores').
 - Articles of 'deadstock' in the nature of plant, machinery, furniture, fixtures etc.

This term shall not, however, cover any books, publications, periodicals etc. for which specific procedures are separately prescribed.

- '**Store-keeper**' shall mean any official entrusted with the management of Stores. (Management shall include indenting, purchase, custody, issue of stores and all other related functions.)

□ PURCHASE AND ACQUISITION OF STORES:

- Director General, National Rural Roads Development Agency exercises full powers to sanction purchase or hiring of Stores required for official use in the Agency.
- The Director General may delegate his powers to any subordinate authority through formal orders with or without prescribing any upper limits on the expenditure to be incurred for the purpose.
- All purchases of Stores shall be made in the most techno-economic manner as per requirements of the Agency.
- A separate file will be opened for each transaction or for each set of related items as convenient, but unrelated items/ transactions shall not be processed in the same file.
- Durable Stores/Deadstock shall be purchased as per the following procedure:
 - Specifications and quantities shall be determined and approved in advance along with procurement procedure and warranty / guarantee / maintenance conditions.
 - Purchases costing up to Rs. 1,000/- on each occasion may be made without inviting tenders or quotations.

- Purchases costing between Rs.1001 to Rs.10,000 may be authorized by the competent authority without calling for tenders. But quotations from at least 5 parties shall be invited in all such cases.
- For stores needed urgently purchases may be made from the open market so long as the price does not exceed the price stipulated in the rate contract, if there is any, and the amount of purchase does not exceed Rs. 10,000/- at a time and Rs. 1,00,000/- in a financial year.
- In case the total cost is less than Rs. 5 lakhs (or such amount as may be specified by DG from time to time) by calling limited tenders from at least 5 manufacturers / authorized dealers / agents (See Appendix 15)
- Where cost exceeds Rs. 5 lakhs (or such amount as may be specified by DG from time to time) unless for reasons to be recorded in writing it is expedient to follow limited tender procedure, offers will be invited by open tender from manufacturers / authorized dealers / agents. (See Appendix 15)
- In case of articles, which are of a proprietary nature or when the competent authority is satisfied that only a particular firm manufactures the stores required the said firm may be issued a 'Single Tender Enquiry'.
- All offers will be assessed on basis of technical considerations and qualifying tenderers will be considered on basis of lowest rates. Wherever necessary separate Technical and Financial Bids will be invited to facilitate this. (See Appendix 15)
- Consumable stores shall be purchased from reliable manufacturers/agents/sources under rate contracts based on limited tenders invited from at least 5 sources through periodical indents as per limits re-ordering to be specified.
- The prescribed scales or limits, if any, shall not also be exceeded unless justified in a particular case for reasons to be recorded. The authority making purchases shall keep in mind the standards of financial propriety listed in Appendix 16.
- If necessary the DG may also constitute a committee of officers to assess the offers received.
- The committee so appointed shall, *inter alia*, inspect the material supplied and verify its specifications and quality with reference to the samples submitted earlier.

□ **CUSTODY & ACCOUNTS OF STORES:**

- On receipt of the Stores the Storekeeper shall examine, count, measure, weigh or compare with approved sample the articles as the case may be and shall then certify (on the back of the bill or *challan*) that he has actually received the materials as per the indented quality, specifications and quantities.
- The Storekeeper shall then enter the items so received in the Stock Register (Appendix 17) showing number/ quantity of items received and the total balance at hand. He shall further certify such entries. Separate Registers shall be maintained for Consumable Stores and for Durable Stores and Deadstock. Record will be kept of Stock requiring maintenance contracts.

- In case of Durable Stores and Deadstock, an identification number unique to that particular article / item of stock shall be assigned and entered in Col. 8 of the Stock Register. This mark shall comprise of the following elements:
 - Abbreviated name of the Agency [NRRDA]
 - Abbreviated, descriptive name of the Article
 - Serial number of the entry in the Register; and
 - Year of its acquisition.

For example, an office chair purchased in the year 2003, being the 19th piece of its kind, shall be numbered as: 'NRRDA/Off.Ch. – 19/2003.'

- The identification mark shall be painted, or written permanently, on each item of the Stores in abbreviated fashion, e.g., NRRDA/Off.Ch.- 19/03
- The Storekeeper shall take care for safe custody of the Stores in his charge by providing suitable storage accommodation, particularly for valuable and combustible Stores, to keep them in good working condition and protecting them from loss, damage or deterioration.

☐ MAINTENANCE CONTRACTS:

- The Storekeeper shall keep in custody all warranty/ guarantee/ maintenance contracts. He shall ensure that all items under warranty/ guarantee are in good condition as per terms and conditions of the warranty /guarantee. He shall also obtain appropriate orders and ensure that wherever necessary, Annual / Periodical Maintenance Contracts are entered into / renewed.
- A record of the Annual Maintenance Contracts shall be maintained as per specimen formats in Appendix - 18.
- A register containing details of all the Annual Maintenance Contracts in force at any given time shall also be maintained in the format prescribed for the purpose (Appendix 19) to ensure timely entering into / renewal of all such contracts.
- This register will be submitted for inspection of Director (Fin. & Admn.) in the last week of June and December every year.

☐ ISSUE OF STORES:

The Stores shall be issued from the stock only against written requisitions made under signatures of the person competent to indent them.

☐ TRANSFER OF CHARGE OF STORES:

- A reliable and up-to-date account of all Stores in the custody of the Storekeeper shall always be maintained in the form prescribed [Appendix 20] to facilitate verification of Stores and check of accounts at any time. All transactions shall be recorded in it as soon as they take place.
- In case of his transfer elsewhere the Storekeeper shall make over the Stores in his custody to his successor after a physical verification of both Stores held and Stores issued.

- While taking charge of the Stores, the new Storekeeper shall examine the accounts and describe the state of the account records. He may also count, weigh and measure certain articles, selected at random, to test the accuracy of records maintained.
- The relieving Storekeeper, while reporting completion of the transfer, shall bring out any deficiency/irregularity he might have noticed in keeping of Stores and their accounts.

□ **PHYSICAL VERIFICATION**

- Articles in stock shall be verified every year in the month of March. Such verification shall be done by a person who is -
 - other than the Storekeeper or the accountant of the Stores to be verified;
 - conversant with the description, classification, nomenclature etc., of the Stores to be verified; and
 - independent of the Storekeeper.
- Verification shall always be made in the presence of the Storekeeper or a responsible person deputed by him.
- All discrepancies noticed shall be properly investigated and brought to account immediately so that the inventory may represent the true account.
- Shortages and damages, as well as any Stores found to be unserviceable, shall be reported immediately to the authority competent to write off the loss.
- A certificate of verification of Stores and its result shall be recorded on the list, inventory, or account, as the case may be, whenever such verification is carried out. A record of such verifications carried out shall also be maintained in a Register as per the format at Appendix 20. The register will be put up to Director (Fin.& Admn.) in the month of March every year.
- Balance of Stores held at any time shall not exceed the maximum limit, where prescribed, or the requirements for a reasonable period.

□ **WRITING OFF LOSSES etc.:**

- Director General, NRRDA, as Head of Department exercises full powers to write off all losses, deficiencies or depreciation in the value of Stores held in the Agency.
- The Director General may delegate these powers to a subordinate authority in the Agency with or without imposing any monetary ceilings.
- Before deciding to write off a loss the authority competent to do so shall make a thorough and searching investigation to ascertain whether:
 - The loss discloses any defect in rules or procedures and, if so, what action for their amendment can be initiated; and
 - Has there been any serious negligence on the part of an employee that may call for disciplinary action by a higher authority.

- If any defect in the rules/ procedures is found to have caused the loss, the possibility of rectifying the defect by amending/ revising the concerned rules/ procedures shall be considered.
- Where the competent Authority is satisfied that the loss was caused by an honest error of judgment and that the person responsible had acted in good faith to the limits of his ability and experience, it may condone the lapse and write off the loss.
- Personal liability shall, however, be fixed and strictly enforced against all those who are found to have been dishonest, careless or negligent in performing their duties.
- All such cases shall be investigated thoroughly and expeditiously. Efforts will also be made to plug any loopholes in the existing procedures to prevent recurrence of such losses and also to recover, from the person responsible, at least the depreciated value of the property so lost.
- When Losses are found to have been caused through fraud the whole amount of loss may be recovered from those found responsible.
- Wherever loss of property, for whatever reasons, is found to have been facilitated by laxity of supervision the supervisor shall also be called to account and penalized, if necessary.

□ **OBSOLETE / UNSERVICEABLE / SURPLUS STORES:**

- At the time of purchase of a category of stores, the 'life period' of as many items of Stores shall be determined, as possible, in consultation with the manufacturers, if necessary.
- A periodical inspection of Stores, preferably every six months, shall be made by a responsible officer to identify Stores rendered surplus/obsolete in terms of the determined 'life period'.
- An item of Stores may be considered to have become obsolete/ unserviceable /surplus and declared as such when it:
 - Has outlived its 'life period' and it is not practicable to repair or renovate it economically; or
 - Has been rendered unusable by normal wear and tear, accident, fire, flood etc.; or
 - Is damaged by insects, rats etc.; or
 - Is no longer needed in the agency.
- Before, however, making any such declaration the Stores in question shall be examined by a committee of three persons constituted at the appropriate level under orders of the Director General.
- The Committee shall examine the Stores under review with reference to their 'life period', where prescribed; their physical condition and requirements of the Agency before declaring them as obsolete, unserviceable or surplus.
- Each order declaring the Stores as obsolete, surplus or unserviceable shall specify full reasons for declaring them as such. Proper records of all such Stores shall be maintained in the format at Appendix 21 to watch their disposal.
- The authority competent to sanction purchase of a Store shall also be the one competent to declare that Store as obsolete /surplus /unserviceable and to sanction its disposal.
- All Stores declared as obsolete, surplus or unserviceable shall be disposed of by sale or otherwise under orders of the competent authority.

- The time lag between the Stores being declared surplus/obsolete etc. and their disposal should be kept to the minimum. The Stores in question should be kept safe and properly protected from damage / pilferage till they are disposed
- Any loss found to have been caused by negligence, fraud or mischief on the part of any employee, before or after the Stores being written off, shall be made good by that employee.

□ **LOCAL PURCHASE OF STATIONERY AND RELATED CONSUMABLES:**

- Director General, NRRDA exercises full powers to authorize purchase of stationery for use in the office of National Rural Roads Development Agency.
- These powers may be delegated by him to any other authority in the Agency with or without prescribing any financial limits or ceilings on their exercise.
- Purchases shall be made as follows:
 - Items shall be identified in terms of category, specifications and quantities.
 - Unless an item is required occasionally or in small quantities, annual rate contracts shall be entered into with manufacturer / authorized agents.
 - In case annual value does not exceed Rs. 5 lakhs in a particular case, limited tendering procedure may be followed.
 - In all cases 'dual bid system' or two envelope system shall be used; one containing the technical bid and sample; the other the financial bid.
 - A tender opening and evaluation committee shall be formed to process cases and recommend acceptable offer based on techno-economic considerations.
- A register in the format prescribed (Appendix 22) shall be maintained to keep records of acquisition and issue of various items of stationery.
- Articles of stationery shall be issued only on receipt of a formal requisition from the users. These requisition slips shall be numbered consecutively, preserved in a folder and referred to at the time of audit and/or verification of stocks etc.
- All cases of unusually high indents/ consumption shall be brought to the notice of Director (F&A).
- Suitable additional stock of each item of stationery should also be maintained to take care of any exigency and emergencies. Limits below which reordering will be resorted to will be got fixed by the storekeeper.
- Stocks rendered obsolete or otherwise unwanted stocks may be written off/ disposed of by sale with previous sanction of the Director General.

REPORTS AND RETURNS

□ Returns and Circulars:

All periodical reports and returns relating to each section shall be reviewed once in every three years to:

- Eliminate those that are no longer necessary;
- Redesign those that do not provide information/data in a usable form;
- Rationalize/ Simplify the essential ones by combining two or more of them where possible; and
- Revise their frequency in relation to the need with due regard to constraints of time required for collection of information/data from field levels.

The Returns and Reports listed below will be prepared and maintained in the manner detailed below for smooth and efficient functioning of office of the Agency:

Nature of Return	When to be submitted	By Whom	To Whom	Objective
Receipt of Dak [Format - 1]	Last working day of each month	Receptionist / One who maintains the Central Diary	Director (F&A)	To assess the work load in each Division and to rationalize allocation of manpower, if necessary
Disposal of Receipts [Format - 2]	a. Last working day of <i>each week</i> . b. Last working day of <i>each month</i> (Consolidated for the whole month)	a. Division Diarist b. Diarist of F&A Division	a. Respective Division Heads b. Director (F&A) [Consolidated returns only]	To keep track of the pace of disposal of papers
Files sent out and still not received back [Format - 3]	Last working day of the month	Custodian of the File Movement Register	Director (F&A)	To track movement of files; To identify the long pending cases
Check list for watching receipt of incoming periodical returns from State Govts etc.	To be maintained in each Division for returns and reports being received from the State Govt. etc.	By the person designated for the purpose in each Division by respective Heads	Director of the Division.	To ensure regular and timely receipt of the returns etc.

The formats are as follows. The Reports and Return shall be placed on the relevant file of the Division and scrutinized by the Divisional Head who will pass necessary orders wherever there is delay. The Divisional Head will put up the file for information of the DG in all cases of serious delays.

Formats for Returns & Reports

Format – 1

[By the Receptionist /person maintaining the Central Diary]

Break up of Receipts diarised during the Month ending _____

Director General	F&A Division	P-1 Division	P-2 Division	P-3 Division	Tech. Division	Others	Total	Remarks
1	2	3	4	5	6	7	8	9

Format – 2.

[By those maintaining the respective Division Diaries]

Disposal of Receipts during the Week ending _____ in the _____ Division

No. of Receipts brought forward from last week	No. Receipts received during the week	No. of receipts disposed of during the week	Pending Receipts carried forward to next week			
			< 7 days	7-14 days	Over 4 days	Total
1	2	3	4	5	6	7

Notes:

- Disposal of a Receipt here will imply its submission on a file by the Dealing Officer.
- Diary Numbers of the Receipts pending for more than 14 days shall also be given.
- On the last working day of each month, the Diarist in F & A Division shall consolidate the information contained in the weekly Returns of all Divisions and submit a consolidated Return for information of Director (Fin & Adm.)

Format – 3

[By Custodian of the File Movement Register]

Return of Files in movement

Details of Files in Movement for the Week ending _____

< 7 days (No. of files)	7 – 14 days (No. of files)	More than 14 days	
		File No.	Pending with
1	2	3	4

Format – 4

[By the person designated in each Division for the purpose by respective Heads]

Check list for watching receipt of incoming periodical Returns/ Reports for the month / quarter / year

_____ Title of the Report (and relevant F.No.) _____

Date(s) of Actual Receipt												
State	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec
	1	2	3	4	5	6	7	8	9	10	11	12

Notes:

- In the beginning of each calendar year the dates on which the various reports fall due will be indicated against each of them in the first row of the check list above. When a report is to be received after more than a month, the prescribed date for its receipt will be shown under the appropriate months only. For example, if a quarterly report is due on 15th January, April, July and October, only Cols.1,4,7 &10 will be filled by indicating the figure 15 under each.
- If a report is to be received more than once in a month, two or more entries depending on its frequency will be made in columns 1 to 12. A fortnightly report will, therefore, require two entries to be made under each month.
- On receipt of the report, the actual date of its receipt will be recorded in the relevant column.

HOUSEKEEPING

Certain housekeeping functions and services required on a day to day basis in the Agency have been outsourced to Private Service Providers (PSP) through specific annual contracts. The PSPs will deploy their own personnel for the purpose. The PSP will be responsible for :-

❑ SANITATION:

- ✓ Cleaning and dusting of entire office including the two lift lobbies, reception area, all rooms, cubicles and hall on all working days and other days when staff is present in the office.
- ✓ Intensive cleaning/ vacuuming of the entire office premises will be undertaken on Saturdays and Sundays for which at least three persons will be deployed.
- ✓ Daily cleaning of computer server rooms with vacuum cleaner.
- ✓ Removing of litter and waste material from wastebaskets etc.
- ✓ Cleaning of toilets, washbasins, mirrors and other surfaces and maintaining them in clean and sparkling state through out with adequate disinfectants and fragrance. Liquid soap will be filled in dispensers, naphthalene balls placed in urinals and air purifiers provided and maintained. Tissue rolls will also be replenished.
- ✓ Removal of beehives and cobwebs/honey webs from the office building and its premises.
- ✓ Provision, replacement and cleaning of towels in the officers' rooms and on washbasins etc.
- ✓ Cleaning and dusting of entire furniture, fittings and equipment and other vertical surfaces.
- ✓ Cleaning the Canteen premises, furniture, fittings and the equipment installed therein.
- ✓ Proper disposal of all trash in trash bags at least twice a day or as may be required.
- ✓ Trapping and disposal of any rats, mice etc. or other such animals found dead within premises.

❑ HOUSEKEEPING:

- ✓ Replenishing drinking water in 20 ltr. bottles on water dispensers.
- ✓ Placing drinking water in clean flasks and glasses in rooms / workstations. (Drinking water bottles will be arranged by NRRDA.)
- ✓ Switching on and putting off the Air Conditioners at appropriate times and maintenance of proper temperature.
- ✓ Replacement of bulbs (to be provided by NRRDA).
- ✓ Regular watering and maintenance of potted plants, both indoor and out door, including planters.
- ✓ Providing and decorating fresh flowers at workplaces (twice a week).

❑ DISPATCH & DELIVERY OF PAPERS:

Outgoing dak will be received by the receptionist who will hand them over to the PSP personnel. The PSP personnel shall:

- ✓ Place all outgoing letters in the envelopes of appropriate size and seal in the manner specified. The envelopes, duly addressed, will then be taken to either the Post Office or the point of receipt

Deleted: The NRRDA has been established to perform a specific job. With a view, therefore, to provide for a responsive and cooperating set up c

Deleted: D

Deleted: which will include

Deleted: with a dry cloth / a damp cloth / feather duster

Deleted: in such a way that no dirt or dust is sent at any point of time in the day on all working days and other days when staff is present in the off

Deleted: ice.

Deleted: Cleaning of flooring in two lift lobbies, reception area, all rooms (except carpeted rooms), cubicles and hall with damp mop.†

Formatted: Bullets and Numbering

Deleted: ,

Deleted: emptying

Deleted: / shredders

Deleted: ed

Deleted: by detergent or other suitable chemical

Deleted: be

Deleted: ed

Deleted: ion

Deleted: s

Deleted: . Washbasin shall be cleaned, mirror and surfaces cleaned,

Deleted: l

Deleted: to be

Deleted: ,

Deleted: to

Deleted: be

Deleted: to

Deleted: h bi

Deleted: ding

Deleted: partitions, cabin walls, railings, doors, window and door Venetian blinds, racks, sofas, computers, keyboards, telephone, internal glass doors,

Deleted: with dry / wet cloth, f ... [1]

Deleted: to designated dispos... [2]

Deleted: (2 p.m. and 6.30 p.m.)

Deleted: <#>including wet ... [3]

Formatted: Bullets and Numbering

Deleted: put

Deleted: a

Deleted: ready

of the Couriers Agency. A record of envelopes posted and stamps used will be maintained in a verifiable manner.

✓ Send the local Dak / files, once in forenoon and once in the afternoon, to Ministry of Rural Development, Krishi Bhavan. Files and other papers sent by the Ministry to NRRDA will be collected and brought back to the Agency by the messenger taking papers there. A moped/ two wheeler vehicle will be arranged by the Service Provider for use by the messenger(s).

Deleted: one

❑ **SECURITY OF PREMISES AND EQUIPMENT:**

The jobs of access control to the office premises, security of equipment, furniture, fittings, records etc. have also been outsourced on contract to a private security agency. They will perform all these functions as per terms of their agreement with NRRDA.

❑ **LOG BOOKS:**

PSPs shall maintain Log Books in which all complaints relating to the personnel deployed will be recorded by office staff. The date(s) on which these complaints are rectified shall also be recorded.

A suitable Supervisor nominated by the PSP shall be locally in-charge of all deployed personnel and shall enforce discipline and standards of work on his behalf. He shall be issued work equipment and consumables by the PSP and will further issue consumables to the workers every day in the presence of an official of the Agency designated for the purpose by Director (F&A).

The Supervisor shall report on all matters under his charge to the aforesaid designated officer. He shall also maintain the Log Book (Complaint Book) cum Attendance Register, where attendance of workers, issue of consumables etc. will be recorded. Instructions issued by the designated official of the Agency and action taken thereon shall be recorded in a Site Order Book, which shall be signed by the Manager daily in token of acceptance of the action to be taken.

ANNUAL CONFIDENTIAL REPORTS

☐ SCOPE:

These Rules shall apply to all whole time employees of the National Rural Roads Development Agency whether serving on deputation or otherwise (excepting those provided by a Private Service Provider under a contract).

☐ GENERAL:

- A Confidential Report shall be recorded every year on performance of all persons covered under these Rules and working in the Agency on deputation or otherwise.
- The Report shall be initiated in the first week of April each year and will relate to the period covered by the preceding financial year.
- Only one Report will normally be recorded for a particular year. But if there is a change of officers during the course of a year two or more reports may also be written for the same year by different Reporting Authorities. Each report will then indicate precisely the period to which it relates.
- An officer transferred during the middle of the reporting year shall write the Confidential Reports of his subordinates in respect of the period up to the date of his transfer provided the period is at least 6 months.
- The Reports shall be submitted to the Reviewing Authority who may add his own remarks, where necessary.
- Reporting Authority shall abstain from writing the Confidential Report of an employee if they are both related to each other. In such a case the Reviewing Authority shall act as the Reporting Authority.
- A Reporting Authority who retires or otherwise demits office may record the report on his subordinates within a month of his retirement or demission of office.
- A Reviewing Authority shall not, however, review the Confidential Report after his retirement.

☐ REPORTING & REVIEWING AUTHORITIES:

- The following will be the Reporting / Reviewing Authorities for the purpose of recording of Confidential Reports in the National Rural Roads Development Agency:

S.No.	Designation of the officer	Reporting Officer	Reviewing Officer
1	Director	DG, NRRDA	Secretary (RD) and Vice President, NRRDA

2.	Joint Director	Director	Director General, NRRDA
3.	Deputy Director	Director	Director General, NRRDA
4.	Assistant Director	Deputy Director / Joint Director	Director
5.	SAO/FO	Director (F & A)	Director General, NRRDA
6.	Supporting Staff	Joint Director / SAO/ FO / Deputy Director /Assistant Director	Director (F&A) / Director / Joint Director

- Both the Reporting and the Reviewing Authority should have seen the work of the officer reported upon for a continuous period of at least 3 months during the period covered by the Confidential Report.

□ **TIME SCHEDULE:**

- The time schedule for various stages in the process of writing of Confidential Reports, as given below shall be strictly adhered to by all concerned.

S.No.	Nature of Action	Date by which to be completed	Report to be completed by Reviewing Officer and sent to Administration Division
1	Distribution of blank Confidential Report forms to all concerned (i.e., officers to be reported upon)	31st March	
2.	Submission of self appraisal to Reporting Authority (where applicable)	15th April	
3.	Submission of report by the Reporting Authority to the Reviewing Authority. <ul style="list-style-type: none"> - Where self appraisal is not prescribed - Where self appraisal is prescribed - Where officer reported upon is himself a Reporting Authority for subordinates under him 	<p>21st April</p> <p>7th May</p> <p>22nd May</p>	<p>7th May</p> <p>23rd May</p> <p>5th June</p>

- The Administration Division shall keep a watch on the progress in completion of Confidential Reports at different stages.

□ **FORMS TO BE USED**

- NRRDA is staffed by officers on deputation from the Central / State Governments. Confidential Reports of such officers shall, therefore, be recorded in the formats used in their respective parent organizations.
- The Agency has also devised a set of its own formats (Appendix 23 A to D) that may be used for recording of Confidential Reports if considered necessary at any stage.

- A copy of the report recorded on an officer on deputation with the Agency will be forwarded to his parent department for their information and record.

☐ POINTS TO BE OBSERVED IN WRITING OF CONFIDENTIAL REPORTS:

- Each item in the Confidential Report form shall be filled with due care and attention.
- Assessment shall be confined to the performance as noticed during the period of report only.
- The objective of recording Confidential Reports is to enable the officer reported upon to realize his true potential. It is not intended to be a faultfinding process.
- While filling up the form of Report all answers shall be in a narrative form. Tick marks and dashes shall not be used.
- The degree of stress and strain in any post may also be taken into consideration during appraisal and may be commented upon where relevant.
- The item relating to Public Relations needs to be filled up only where the duties of the officer reported upon bring him in contact with the public.
- The self-appraisal should be precise, to the point and should refer only to the areas of responsibility of the officer reported upon. It should be confined to the space allocated in the form.
- Confidential Reports, as a rule, should contain only a general appreciation of the character, conduct and qualities of the officer reported upon. Any reference to a specific incident, if at all, should be made only by way of illustration to support any adverse comments of a general nature.
- Any Warning issued as a result of disciplinary proceedings shall also be mentioned in the Report.
- Confidential Report folders shall not contain any papers other than the order of punishment, order on appeals and/or the letter communicating the adverse remarks as the case may be.

☐ GRADING OF PERFORMANCE

- A grading of 'Outstanding' shall be awarded only for exceptional performance of the officer being reported upon and the grounds for doing so shall also be brought out.
- All the remarks recorded should be specific and not vague. They should be based on established facts and not on mere suspicion or hearsay.
- The report should give a clear opinion on character, integrity, industry etc. of the officer.
- The Reporting Authority shall not hesitate in recording adverse remarks where justified.
- But when an adverse remark has to be recorded in respect of an official having a consistently good record, some explanation for it shall always be furnished.

☐ FILLING UP THE COLUMN RELATING TO INTEGRITY

- If the officer's integrity is beyond doubt, it may be so stated and his integrity certified.
- If there is any doubt or suspicion the column should be left blank and action taken as under:

- ✓ A separate secret note explaining the doubts and reasons therefor should be recorded and sent together with the Confidential Report to the next superior officer who will ensure that the follow up action is taken expeditiously.
- ✓ If the doubts or suspicions get cleared subsequently, the officer's integrity should be certified and an entry to this effect made in the Confidential Report.
- ✓ If the doubts or suspicions are confirmed, this shall also be recorded and duly communicated to the officer concerned.
- ✓ But when the misgivings can neither be cleared nor confirmed, the officer's conduct shall be kept under watch for sometime more and action taken as indicated above thereafter.
- ✓ Where it is not possible for any reason either to certify the integrity or to record the secret note, the Reporting Authority may record either that he has not seen the officer's work for sufficient time to form a definite judgment or that he has heard nothing against the officer, as the case may be.

□ COMMUNICATION OF ADVERSE REMARKS:

- Any adverse remarks in the Confidential Report shall be communicated in writing to the officer concerned within one month of their being recorded. A copy of the communication so sent shall be kept in the Confidential Report file.
- Only such adverse entries as are accepted by the Accepting Authority need to be communicated.
- While communicating adverse entries a brief resume of any positive observations about the officer, which may have been recorded, shall also be conveyed.
- The communication shall be worded in a manner that it does not produce a sense of resentment in the officer reported upon. It will also be ensured that the identity of the officer making remarks conveyed does not get disclosed.
- The grading awarded on the basis of general remarks in the report, and any remarks about his physical defects need not be conveyed.

□ REPRESENTATIONS AGAINST ADVERSE REMARKS:

- Only one representation against adverse remarks should be allowed within one month of their communication. While communicating the adverse remarks to the employee, the time limit will be brought to his notice.
- The representation will lie to the Accepting Authority or to the authority immediately superior to it, if any, or to the Reporting Authority.
- Adverse remarks should not be deemed to be operative till any representation filed within the prescribed time limit remains pending.
- However, there would be no bar to taking cognizance of the adverse remarks if no representation is made within the prescribed time or, if made, has been finally disposed of.
- Representations against adverse remarks shall be decided preferably within 3 months from the date of their submission.

- If the competent authority does not find any grounds justifying intervention, the representation may be rejected and the petitioner informed accordingly.
- But if it is felt that the remarks appealed against are too harsh and need to be toned down a separate entry to this effect, with proper attestation, shall be made in the report without making any alteration in the original entries.
- Where the adverse remarks are found to deserve expunction the competent authority shall order accordingly. Such remarks shall then be effectively obliterated both in the Confidential Report as well as in the office copy of the letter communicating those remarks. A copy of the order for expunction of remarks will also be kept in the Confidential Report file.

APPENDICES

Appendix - 1

Central Diary Register

(To be maintained at the Reception Desk)

Date

Diary. No.	Particulars of Dak Received		From whom received	Officer to whom marked	Signatures of the receiver (With date)
	Letter No.	Date			
1	2	3	4	5	6

Appendix - 2

Division Diary

(To be maintained by the Personal Staff/ Diarist)

Date

Dy. No.	Central Diary No.	No. & Date of receipt	Received from	Brief Subject	File No. of the Division in which dealt	Date of dealing
1	2	3	4	5	6	7

FUNCTIONAL FILING SYSTEM

Scheme of Numbering of Files to be opened in the National Rural Roads Development Authority.

A – ESTABLISHMENT

PRIMARY HEADS	SECONDARY HEADS
A .11. Creation and Classification of Posts	13. Creation of posts 14. Revision of scales of pay 15. Upgrading of posts 16. Redesignation of Posts
A.12. Recruitment	11. Recruitment (general aspects) including provisions of the Constitution 18. Framing of Recruitment Rules. 31. Selection Committee for recruitment of personnel
A.19. Personal files	13. Directors 14. Joint Directors 15. Deputy Directors 16. Assistant Directors 17. Others
A.21. Service Records	22. Nomination relating to family pension and DCR gratuity 23. G.P. Fund nominations
A.24. Leave (other than casual leave)	11. Rules (General aspects) 12. Level - I 13. Level - II 14. Level - III 15. Supporting Staff
A.25. Casual Leave (including special leave)	11. Rules (General aspects) 12. Level - I 13. Level - II 14. Level - III 15. Supporting Staff
A.26. Pay / Special Pay	11. Rules (General aspects) 14. Level - I 15. Level - II 16. Level - III 17. Supporting Staff
A.27. Allowances	11. Rules (General aspects) 13. Children Education Allowance - Claims 14. D.A., H.R.A. & CCA 15. Deputation (duty) Allowance 16. Overtime allowance 17. Traveling Allowance 20. Air travel by non-entitled personnel 21. Travel Agents of NRRDA – Engagement of
A.28. Confidential/ Assessment Report	11. Rules (General aspects) 12. Confidential reports of Directors 13. Confidential reports of Joint Directors 14. Confidential reports of Deputy Directors 15. Confidential reports of Assistant Directors 16. Confidential reports of other / supporting staff 17. Communication of adverse entries and representations for expunction of such entries
A.36. Delegation of Powers	11. Rules (General aspects) 12. F.R. & S.R. 13. Delegation of Financial Powers Rules, 1958 15. Grant of ex-officio status
A.37. Miscellaneous	11. Miscellaneous matters governing internal administration of office

B. WELFARE

B.11. General Staff Welfare measures	11. Broad aspects
B.17. Departmental Canteen	11. General aspects / Instructions 13. Purchase of crockery / cutleries / plates / furniture etc.

C. VIGILANCE

C.13. Complaints	11. Level – I 12. Level - II 13. Level - III 14. Supporting Staff
C.14. Disciplinary proceedings	11. Rules – General aspects 12. Level - I 13. Level - II 14. Level - III 15. Supporting Staff
C.17. Petitions	11. Level – I 12. Level - II 13. Level - III 14. Supporting Staff
C.34. Vigilance Clearance	11. Granting of vigilance clearance certificate in respect of different classes of officers and the staff.

D. COMMON OFFICE SERVICE

D.11 Accommodation	11. Office accommodation – general aspects 13. Shifting arrangements 14. Residential accommodation – general aspects 26. House rent allowance – general aspects 28. Acquisition/purchase of building / land for official use. 30. Additions, alterations and maintenance
D.12 Medical Attendance Rules.	11. NRRDA Medical Attendance Rules 14. Medical charges – general aspects 15. Medical charges – reimbursement 16. Appointment of Authorized Medical Attendants
D.13. Working environment	12. Provision of air-conditioners / coolers etc. 20. Maintenance of air conditioners, fans, heaters etc.
D.14. Furniture	11. Rules for purchase, hire, condemnation – general aspects 12. Condemnation / disposal of unserviceable articles 13 Hiring / purchase of - 14. Maintenance and Repairs 15. Physical verification
D.15. Stationery and Forms	11. Rules for procurement – general aspects 14. Local purchase 15 supply of stationery – to users 16. Physical verification
D.19. Other office Machines including Electronic / Computer items	11. Rules for procurement / disposal – general aspects 12. Condemnation and disposal 14. Hiring 15. Purchase 16. Repairs / maintenance and bills therefor 17. Physical verification
D.21. Office Equipment Including Electrical & mechanical appliances and other Miscellaneous stores	11. Rules – general aspects 12. Condemnation and disposal 13. Purchase 14. Repairs and maintenance 15. Physical verification
D.25. Telephones	11. Office telephones - installation and shifting of – Telephone Bills 12. Residential telephones – installation, shifting – Telephone bills 13. Repairs and maintenance
D.26. Staff Car	11. Rules – general aspects 12. Non-official journeys

	13. Purchase of POL/accessories 14. Servicing, repairs and replacement of parts and relevant correspondence.
D.27. Unserviceable, obsolete and surplus articles	11. Rules – general aspects 12. Approved list of auctioneers 13. Engagement of auctioneers and notice of auction
D. 28. Maintenance of records	11. Rules for review of records – general aspects
D.29 Printing and Binding	11. Rules for printing and binding – general aspects 12. Correspondence relating to printing and binding
D.30. Library	11. Ordering and receipt of books – other than Govt. publications 12. Ordering and receipt of periodicals 13. Purchase of Govt. publications 14. Lending, transfer etc. of books 15. Binding of Books 16. Selection Committee for Books 17. Write off of Books 18. Auction and disposal of old newspapers, journals, Books etc.
D.31 Care-taking Arrangements	11. All aspects
D.32. Security	11. Rules – general aspects 13. Duplicate key, maintenance thereof

F. PUBLIC RELATIONS

F.19.Hospitality Grant	11. Rules – general aspects
F.20. Meetings, Conferences, Celebrations and Functions	11. All aspects 12. Constitution of Executive Committee

G. FINANCE, BUDGET, CASH AND ACCOUNTS

G.11. Creation of Posts	12. Creation of Posts 13. Revision of scale of pay
G.12. Pay	11. Rules (General aspects) 12. Level - I 13. Level - II 14. Level - III 15. Supporting Staff
G.14. Allowances	11. Rules – general aspects 12. Children's education allowance 13. City Compensatory Allowance 14. Daily Allowance 16. Deputation Allowance 17. House rent Allowance 18. Overtime allowance 19. Traveling allowance
G.17. Delegation of Powers	12. Delegation of Financial Powers Rules, 1958 13. FR & SR 14. GFRs 17. Declaration of officers as Head of Department 19. Declaration of officers as Controlling and Drawing & Disbursing officers.
G.18. Honorarium	11. Rules – general aspects
G.20. Budget Estimates – Revised	11. Demand No..... 12. Demand No 13. Demand No. ... and so on
G.21. Expenditure Statements	11. Demand No..... 12. Demand No 13. Demand No. ... and so on
G.22. Reconciliation	11. Demand No..... 12. Demand No 13. Demand No. ... and so on
G.23.Reappropriation	11. Demand No..... 12. Demand No 13. Demand No. ... and so on
G.24. Supplementary Grants	11. Demand No..... 12. Demand No 13. Demand No. ... and so on

G.25. Accounts and Audit	<ul style="list-style-type: none"> 12. Audit objections & Audit Paras 14. Local Audit – annual 15. Statutory Audit 16. Internal Audit 17. CAG's / Government Audit 18. Public works system of accounting 19. Miscellaneous 20. Implementation of New Accounting System(s)
G.27. Payments & Recoveries	<ul style="list-style-type: none"> 11. Air passage bills 12. Cancellation charges 13. Contingent expenditure 14. Electric charges – recovery 17. Grants-in-aid – contributions and donations 18. Hospitality Fund 19. House rent and other allowances 20. Last Pay Certificate 21. Other recoveries 22. Pay claims 23. Permanent imprest 24. Refunds 25. Refreshment bills 27. Service postage stamps 28. TA/Transfer TA claims 31. Reimbursement of Tuition fees 32. Acceptance of credits/debits 33. Adjustment of missing credits in GPF accounts 36. Arrear Claims 38. Write-off of losses 39. Expenditure sanctions

H. PARLIAMENT

H.11. Parliament matters	<ul style="list-style-type: none"> 11. General aspects 12. Assurances and Undertakings 13. Committees 14. Cut-motions, resolutions/ calling attention notices etc. – Rajya Sabha 15. Cut-Motions, Resolutions/ Calling Attention Notices etc. – Lok Sabha 16. Questions – Lok Sabha 17. Questions – Rajya Sabha 18. Legislation 19. Furnishing of material for speech of President, Prime Minister, Minister etc. 20. References from the office of Minister for Rural Development
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I. COORDINATION

I. 15. Tours / Visits	<ul style="list-style-type: none"> 11. General aspects, instructions, guidelines. 12. Visits of Experts 13. Visits of Central Teams 14. Preparation of Briefs 15. Tour Reports / Notes 16. Follow-up action 17. 18. 19. 20. Other matters.
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J. OUTSOURCING CONTRACTS

J.11	<ul style="list-style-type: none"> 11. Contracts for Supporting Staff 12. Annual maintenance contracts
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O. PUBLICITY & COMMUNICATION

O.15. Tours / Visits	<ul style="list-style-type: none"> 11. General aspects, instructions, guidelines 12. Visit of Experts 13. Visit of Central Teams 14. Preparation of briefs 15. Tour reports / Notes 16. Follow – up action 17. 18. 19. 20. Other matters
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P. PLANNING AND ROADS

P.09. Proposals	<ul style="list-style-type: none"> 11. Statewise Allocation 12. Brief for Empowered Committee 13. MP I & MP II 14. Minutes of the Empowered Committee including conditions for clearance 15. Compliance of the conditions
P.10. Research & Development	<ul style="list-style-type: none"> 11. Proposals for R & D in <ul style="list-style-type: none"> 11. Cement concrete 12. Jute Geo Textiles 13. Fly Ash 14. Modified Bitumen etc. 12. Appointment of Consultants 13. Memorandums of Understanding (MOUs) 14. Instructions to States 15. Monitoring of Progress 16. Release of Finances 17. Reports for Executive / Empowered Committee / General Body 18. Evaluation Committee for Research & Development
P.11. PTAs & STAs	<ul style="list-style-type: none"> 11. Instructions & Clarifications 12. Feed Back received 13. Special Interventions 14. Payment of Honorarium 15. Workshops / Conferences
P.12. DRRP and Core Network	<ul style="list-style-type: none"> 11. Details & Summary 12. Comprehensive New Connectivity Priority List (CNCPL) 13. Comprehensive Up gradation Priority List (CUPL) 14. Verification and Discrepancies in the core Network 15. DRRP Master Data Entry on OM&MS
P.13. Design & Specifications	<ul style="list-style-type: none"> 11. Enquiries and Clarifications 12. Revision of SP:20
P.14. Projects	<ul style="list-style-type: none"> 11. Designs and specifications 12. Scrutiny of project proposals 13. Independent Monitors 14. Progress (Physical & Financial) Monitoring & Reporting to Ministry 15. OM&MS 16. Equipment & Machinery – all matters relating to 17. District Rural Roads Master Plans & Core Network 18. Norms for Cost and Quality 19. Roadside plantations
P.17. Developemnt of Rural Roads	<ul style="list-style-type: none"> 11. General aspects and policy 12. Guidelines, instructions, manuals, literature etc. 13. Calling for proposals for development of roads in rural areas. 14. Scrutiny of proposals and release of central s assistance for development of rural roads. 15. Scrutiny of proposals and release of central assistance for development of rural roads in Tribal / Schedule V areas. 16. Annual Plan 17. Annual Budget 18. Expenditure returns / utilization certificates 19. Audit / Inspection reports 20. State plans for development of roads in rural areas

	21. Coordination with other organizations 22. References from PMO / Cabinet Sectt. / Minister of Rural Development. 23. Miscellaneous matters 24. PMGSY States Project Proposals / Sanctions letters 25. Rural Road – Miscellaneous matters 26. Meetings / Conferences on Rural Roads 27. Area officers visits 28. PMGSY Monitoring 29. World Bank / ADB cases 30. Reports – Annual / Quarterly / Weekly 31. Miscellaneous representations / reports from States.
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Q. ADMINISTRATIVE INTELLIGENCE

Q.16. Collection and compilation of statistical data	19. Data in respect of rural roads
Q.17. Monitoring, Evaluation and Reporting	21. Evaluation of Rural Roads program. 22. Appointment of National Quality Monitors (NQMs)
Q.18. Review / Revision	17. Review of progress of Rural Roads Program 23. Follow up action on recommendations, if any, after review

T. TRAINING

T. 15. Training	14. Training 16. Publication of literature & Publicity material 17. Workshops and Seminars 18. Research Projects and Pilot projects.
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FILE REGISTER

Standard Head No.

Standard Heading

File No.	Subject	Date of opening	Date of closing	Classification (For Retention)	Remarks
1	2	3	4	5	6

Note: Entries in Col. 4 & 5 will be made at the time of closing the file.

File Movement Register

Standard Head

Sl.No.	Date	File No.	Subject	Sent to	Date when sent	Return Date
1	2	3	4	5	6	7

Note:- Return date should be filled in when the file returns so that files not received back can be identified.

STANDARD PROCESS SHEET

Subject:- Application for grant of leave

Name of Applicant..... Designation.....

Where working.....

Kind of leave required.....

Durationdays, From..... to.....

Prefix..... Suffix.....

Purpose of leave.....

Quantum of leave due days

Medical Certificate RequiredYes/No

Medical Certificate ReceivedYes/No

Leave Recommended by the Competent AuthorityYes/No

May be sanctioned / regretted.

Sd/
(Name)
Date

Appendix – 6A

SKELETON NOTE

1. Shri/Smt..... has applied forleave fordays from.....to (both inclusive). Permission to prefix..... and suffix.....has also been sought. The leave available at his/her credit is days. The application has been/has not been recommended by the competent authority.
2. A medical certificate is / is not required to be submitted in this case and has/ has not been received with the leave application.
3. Smt. / Shri has days leave to her/his credit. Keeping this in view and the recommendation of the competent authority, the leave applied for may be granted/regretted.
4. Submitted for approval / orders.

Sd/
(Name)
Date

DRAFTING OF COMMUNICATIONS

❖ A draft should –

- Be concise and clear in the language.
- Bear the file number on which it is submitted.
- Refer to previous correspondence, if any, on the subject.
- Be divided into proper paragraphs, in logical order of the ideas expressed in it.
- Have sufficient blank space for the margin and between successive lines to admit additions or interpolation of words, if necessary.
- Should conclude with a summary if it is a lengthy and complex communication.
- Show the name, designation, telephone number and e-mail address of the officer over whose signatures the communication is to issue.
- Specify clearly the enclosures to accompany the fair copy. [Listed also at the bottom left hand corner, in serial order.]
- Carry instructions about the mode of its dispatch (e.g., by registered post, speed post, insured cover etc.) if it is an important communication or valuable documents are being enclosed.

❖ Planning a Draft? Consider -

- ✓ Is it a case where the line of action is already known or can be anticipated?
- ✓ Whether all the information to be conveyed is readily available?
- ✓ Is your information accurate and up to date? Check and verify.
- ✓ What should be the format of the communication?
- ✓ Who is the addressee and who will sign the final communication?
- ✓ Who should approve the draft?

❖ Writing the Draft?

- ✓ Use the appropriate format.
- ✓ Indicate enclosures to be attached;
- ✓ Make endorsements, if required.
- ✓ Decide Urgency grading, and mode of dispatch.
- ✓ State Sender's name, designation and phone number.
- ✓ Make short, simple Paragraphs.
- ✓ Summarise - Lengthy and complex communications in the concluding paragraph.
- ✓ Standardise - Language wherever possible.

❖ Language of the Draft.

- Keep your sentences simple and short.
- Write to express and not to impress the reader.

- Check spellings.
- Use appropriate marks of punctuation
- Structure your sentences logically.

❖ Avoid:

- ✓ Lengthy sentences and abruptness.
- ✓ Repetition of words, observations or ideas.
- ✓ Offending or discourteous language.
- ✓ Phrases like heretofore, hereinabove, henceforth etc. Use simpler substitutes.

Appendix – 8

Dispatch Register for Postal Communications

S.No.	Date	Letter No.	Addressee	Value of stamps affixed
1	2	3	4	5

Note: Entries in column 5 will be totalled up at the end of the day and the total indicated in red ink.

Appendix - 9

Messenger Book

Date _____

S.No.	Dispatch No.	Date & Time of Dispatch	Letter No.	Addressee	Signatures with date & time of receipt by addressee
1	2	3	4	5	6

SPECIMEN FORMATS

1. LETTER

No.
National Rural Roads Development Agency
(... Division)
NBCC Tower, 5th Floor,
Bhikaji Cama Place, New Delhi.

Dated: _____

To
Name/designation,
Complete postal address
of the addressee

Subject:

Sir/Dear Sir/Madam,

With reference to your letter No., dated..... on the above subject...

Yours faithfully,

(Name)
Designation
Phone No.

2. DEMI OFFICIAL LETTER (D.O.)

Name
Designation
Phone No.
(Of Sender)

D.O. No.
Sender's Address
Dated:

My Dear/ Dear Shri

Please refer to your letter No.....dated regarding (subject).....

I shall be grateful

With regards

Yours sincerely,

(Name)

Name,
Address (of Recipient)

3. OFFICE ORDER - (1)

No.
National Rural Roads Development Agency
(... Division)
NBCC Tower, 5th Floor,
Bhikaji Cama Place, New Delhi.

Dated: _____

Office Order No ()

Shri (Name & Designation) is granted earned leave for ... days from (date).... to (date).... with permission to prefix (date)... a public holiday to the leave.

2. It is certified that on the expiry of leave Shri is likely to return to duty at the station from which he proceeded on leave.

(Name)
Designation
Ph. No.

Copy to:

- Officer concerned
- Office Order File,
- Administration Division.

4. OFFICE ORDER - (2)

No.
National Rural Roads Development Agency
(... Division)
NBCC Tower, 5th Floor,
Bhikaji Cama Place, New Delhi.

Dated _____

Office Order No. ()

It has been decided to transfer the work relating to (subject)..... from (Division /Person)..... to (Division/ Person)..... with immediate effect.

(Name)
Designation
Ph.No.

Copy to:

Divisions/Persons concerned
Office Order File

5. ORDER - (1)

No.
National Rural Roads Development Agency
(... Division)
NBCC Tower, 5th Floor,
Bhikaji Cama Place, New Delhi.

Dated _____

ORDER

Sanction of the competent authority is hereby accorded to payment of Rs.5000-00 (Rupees Five thousand only) to Shri XYZ, Standing Counsel, for representing the NRRDA in CWP No. ... in the Delhi High Court.

The expenditure involved will be debited to the Major Head ... Minor Head .. under Grant No. for the year 2004-2005.

(A.B.C.)
(Designation)
Phone No.

Copy forwarded to :

Shri XYZ, Standing Counsel, NRRDA.
Senior Administrative Officer, NRRDA.

6. ORDER - (2)

No.
National Rural Roads Development Agency
(... Division)
NBCC Tower, 5th Floor,
Bhikaji Cama Place, New Delhi.

Dated _____

ORDER

Shri a stenographer in the National Rural Roads Development Agency, Division, is hereby informed that it is proposed to take action against him under rule of for

Shri Is hereby given an opportunity to make such representation as he may wish to make against the proposal, within 15 days of receipt of this order.

(D.E.F.)
Designation
Ph. No.

To
Shri Stenographer.

Illustrative List of Records fit for permanent preservation

CATEGORY 'A' – Records of value and importance.

Papers of the following categories will normally be among those required to be kept indefinitely for the administration's use –

1. Containing evidence of rights or obligations of or against the government or the Agency, e.g., title to property, claims for compensation not subject to a time limit, formal instruments such as awards, schemes, orders, sanctions, etc.
2. Relating to major policy decisions, including those relating to the preparation of legislation.
3. Regarding constitution, functions and working of important committees, working groups, etc.
4. Providing lasting precedents for important procedures, e.g., administrative memoranda, historical reports and summaries, legal opinions on important matters.
5. Concerning rules, regulations, departmental guides or instructions of general application.
6. Relating to salient features of organization and staffing of government departments and offices.
7. Relating to important litigation or '*causes celebres*' in which the administration was involved.
8. Papers relating to the origin of a department or agency of government, how it was organized, how it functioned; and (if defunct) how and why it was dissolved.
9. Data about what the department/agency accomplished (Samples by way of illustration may be enough; but the need for such samples may be dispensed with where published annual reports are available).
10. Papers relating to a change of policy.
11. Papers cited in or noted as consulted in connection with, official publications.
12. Papers relating to the more important aspects of scientific or technical research and development.

RECORDS REVIEW REGISTER

Name of the Division: _____

Year of Review: _____

File No.	File No.	File No.	File No.
-----------------	-----------------	-----------------	-----------------

Note: This register shall be maintained for category "B" files only.

Retention Schedule for Records pertaining to internal administration and management of the office of NRRDA

S.No.	Description of record	Retention period (years)
1.	Dak Register	1
2	Division Diary	3
3	Standing Guard File	Permanent
4	Dispatch Register	5
5	Messenger book	1
6	Stamps account register	5
7	File register	Permanent
8	File Movement Register	1
9	Register of spare copies of publications, circulars, orders etc.	1
10	Check lists for periodical reports	1
11	Inspection reports	One year after the date of inspection.

Note: The retention period of a file will be reckoned with reference to the date from which it ceases to be current/active.

In case of a register wherein certain entries are still current, e.g., File Movement Register where some of the files entered therein have not been recorded, the current entries will first be transferred to the new register and the old register weeded out thereafter.

Retention Schedule for Records pertaining to the Personal, Establishment & Housekeeping matters.

A – ESTABLISHMENT

PRIMARY HEADS	SECONDARY HEADS	PERIOD OF RETENTION (In Years)
A .11. Creation and Classification of Posts	13. Creation of posts 14. Revision of scales of pay 15. Upgrading of posts 16. Redesignation of Posts	10 - 10 10
A.12. Recruitment	12. Recruitment (general aspects) including provisions of the Constitution 18. Framing of Recruitment Rules. 31. Selection Committee for recruitment of personnel	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.
A.19. Personal files	13. Directors 14. Joint Directors 15. Deputy Directors 16. Assistant Directors 17. Others	Five years after they leave the Agency
A.21. Service Records	22. Nomination relating to family pension and DCR gratuity 23. G.P. Fund nominations	1 1
A.24. Leave (other than casual leave)	11. Rules (General aspects) 12. Level - I 13. Level - II 14. Level - III 15. Supporting Staff	- 3 3 3 3
A.25. Casual Leave (including special leave)	11. Rules (General aspects) 12. Level - I 13. Level - II 14. Level - III 15. Supporting Staff	- To be destroyed at the end of the year
A.26. Pay/ Special Pay	11. Rules (General aspects) 14. Level - I 15. Level - II 16. Level - III 17. Supporting Staff	- 3 years; or 1 year after completion of audit, whichever is later
A.27. Allowances	11. Rules (General aspects) 13. Children Education Allowance - Claims 14. D.A., H.R.A. & CCA 15. Deputation (duty) Allowance 16. Overtime allowance 17. Traveling Allowance 20. Air travel by non-entitled personnel 21.Travel Agents of NRRDA – Engagement of	- 3 years; or 1 year after completion of audit, whichever is later - do - - do - - do - 1 3 3
A.28. Confidential/ Assessment Report	11. Rules (General aspects) 12. Confidential reports of Directors 13. Confidential reports of Joint Directors 14. Confidential reports of Deputy Directors 15. Confidential reports of Assistant Directors 16. Confidential reports of other /	- 1 1 1 1 3 3 3

	supporting staff 17. Communication of adverse entries and representations for expunction of such entries	3
A.36. Delegation of Powers	11. Rules (General aspects) 12. F.R. & S.R. 13. Delegation of Financial Powers Rules, 1958 15. Grant of ex-officio status	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.
A.37. Miscellaneous	11. Miscellaneous matters governing internal administration of office	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.

B. WELFARE

B.11. General Staff Welfare measures	11. Broad aspects	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.
B.17. Departmental Canteen	11. General aspects/ Instructions 13. Purchase of crockery/ cutleries / plates / furniture etc.	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.

C. VIGILANCE

C.13. Complaints	11. Level - I 12. Level - II 13. Level - III 14. Supporting Staff	For those leading to vigilance/ disciplinary enquiries 3 year after the final disposal of appeals etc.
C.14. Disciplinary proceedings	11. Rules - General aspects 12. Level - I 13. Level - II 14. Level - III 15. Supporting Staff	1. For those resulting in imposition of penalties: 3 year after the final disposal of appeals etc. 2. For those resulting in exoneration with or without warnings: - 3 years
C.17. Petitions	11. Level - I 12. Level - II 13. Level - III 14. Supporting Staff	3 3 3 3
C.34. Vigilance Clearance	11. Granting of vigilance clearance certificate in respect of different classes of officers and the staff.	3

D. COMMON OFFICE SERVICES

D.11 Accommodation	11. Office accommodation – general aspects 13. Shifting arrangements	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.
	14. Residential accommodation – general aspects 26. House rent allowance – general aspects	3 Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.
	28. Acquisition/ purchase of building / land for official use. 30. Additions, alternations and maintenance	Permanent 5 years

D.12 Medical Attendance Rules.	11. NRRDA Medical Attendance Rules 14. Medical charges – general aspects 15. Medical charges – reimbursement 16. Appointment of Authorized Medical Attendants	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained. 3 years 3 years
D.13. Working environment	12. Provision of air-conditioners / coolers etc. 20. Maintenance of air conditioners, Fans, heaters etc.	3 years or 1 year after audit whichever is later - as above -
D.14. Furniture	11. Rules for purchase, hire, condemnation – general aspects 12. Condemnation / disposal of unserviceable articles 13 Hiring / purchase of - 14. Maintenance and Repairs 15. Physical verification	3 years or 1 year after audit whichever is later - As above – - As above -
D.15. Stationery and forms	11. Rules for procurement – general aspects 14. Local purchase 15 supply of stationery – to users 16. Physical verification	3 years or 1 year after audit whichever is later
D.19. Other office Machines including Electronic / Computer items	11. Rules for procurement / disposal – general aspects 12. Condemnation and disposal 14. Hiring 15. Purchase 16. Repairs / maintenance and bills therefor 17. Physical verification	3 years or 1 year after audit whichever is later
D.21. Office Equipment Including Electrical & mechanical appliances and other Misc.stores	11. Rules – general aspects 12. Condemnation and disposal 13. Purchase 14. Repairs and maintenance 15. Physical verification	3 years or 1 year after audit whichever is later
D.25. Telephones	11. Office telephones – installation and shifting of – Telephone Bills 12. Residential telephones – installation, shifting – Telephone bills 13. Repairs and maintenance	3 years or 1 year after audit whichever is later
D.26. Staff Car	11. Rules – general aspects 12. Non-official journeys 13 Purchase of PO L/ accessories 14. Servicing, repairs and replacement of parts and relevant correspondence.	3 years or 1 year after audit whichever is later
D.27. Unserviceable, obsolete and surplus articles	11. Rules – general aspects 12. Approved list of Auctioneers 13. Engagement of Auctioneers and notice of auction	3 years or 1 year after audit whichever is later

D. 28. Maintenance of records	11. Rules for review of records – general aspects	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.
D.29 Printing and Binding	11. Rules for printing and binding – general aspects 12. Correspondence relating to printing and binding	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.
D.30. Library	11. Ordering and receipt of books – other than Govt. publications 12. Ordering and receipt of periodicals 13. Purchase of Government publications 14. Lending, transfer etc. of books 15. Binding of Books 16. Selection Committee for Books 17. Write off of Books 18. Auction and disposal of old newspapers, journals, Books etc.	3 years or 1 year after audit whichever is later
D.31 Care-taking arrangements	11. All aspects	3 years or 1 year after audit whichever is later
D.32. Security	11. Rules – general aspects 13. Duplicate keys, - maintenance thereof	3 years or 1 year after audit whichever is later

F. PUBLIC RELATIONS

F.19.Hospitality Grant	Rules – general aspects	Permanent, where orders are issued by the Agency. Otherwise only a collection of standing orders, circulars etc. shall be maintained.
F.20. Meetings Conferences, Celebrations and Functions	11. All aspects	3 years or 1 year after audit whichever is later

PURCHASING THROUGH TENDERS

1. Types of Tenders

a. Single Tender means an invitation to tender sent to a single party. A single tender enquiry may be issued to a particular firm for supplying articles of a proprietary nature or when the competent authority is satisfied that only that particular firm manufactures the stores required.

b. Two Envelope System : When suppliers are required to submit their quotations in two separate sealed envelopes, one containing technical details and the other quoting price, the system followed is referred to as the 'Two Envelope System'. Both bids are to be invited simultaneously with the same date and time of receipt. Both the tenders - one containing the technical offer and the other the price – will be submitted in separate covers, duly marked 'Technical Bid' and 'Price Bid' and placed in one main cover.

c. Open Tender means an invitation to tender issued by public advertisement.

d. Limited Tender : When the bids are solicited only from a limited number of reputed parties, out of a panel of pre-qualified suppliers, the system is known as the Limited Tender system. This system is adopted when the number of prospective suppliers is unusually large. The purchase officer can thus limit the enquiry to a few selected suppliers on the panel, preferably by rotation, so as to ensure that all firms in the panel get a fair chance to compete for the business.

This system is also adopted when the requirement is urgent or where main likely sources of supply are known.

e. Pre-qualified Tender: Where quality and technical specifications are extremely important and it is necessary to rule out non-serious bids, tenders may be invited in two stages. In the first stage offers or expressions of interest may be invited on the basis of criteria to be communicated. After technical evaluation, financial bids may be invited only from those who qualify as per the criteria.

2. Notice for inviting Tenders.

A. The notice inviting tenders should state:

- The place where and the time when the detailed tender documents can be seen and the blank forms of tender obtained; also the amount, if any, to be paid for such forms of tender. In case of Limited Tenders this may not be necessary.
- The place where, the date on which and the time when the tenders are to be submitted and are to be opened.
- The amount of earnest or deposit money to accompany the tender; the amount and the nature of security deposit required in the case of the accepted tender.
- The authority competent to accept or reject the tender.
- Authority to reject any or all of the tenders received without the assignment of a reason should always be reserved and this should be expressly stated in the advertisement.

- Any attempt at negotiation, direct or indirect, on the part of a tenderer with the authority to whom he has submitted the tender or the tender accepting authority will render the tender liable to exclusion from consideration.

B. In case of Open Tenders the notice and details may be put up on website and on the office Notice Board also.

C. Detailed Tender Document:

The offer to be received from the suppliers is based on the information given and called for in the Tender Enquiry. This document, therefore, needs to be prepared with utmost care, setting out in unambiguous terms the requirements of the purchaser as to the quantity, specifications, quality, warranty/ guarantee/ maintenance requirements, delivery, destination etc. and any other information which may be helpful to the tenderer in submission of the offer. It should normally contain the following:

- File No. & date of issue.
- Complete description of the item(s) required.
- Identification No. / Specification No. of the item & source(s) from where it can be obtained.
- Quantity required (If under a rate contract, approximate total quantity as well as quantity per lot)
- Warranty / Guarantee / maintenance supports conditions.
- Installation conditions (in case of equipment)
- Date by which required
- Consignee
- Shelf life (in case of shelf life items like torch cells, Paints, Films etc.)
- Inspection instructions
- Packing instructions
- Dispatch instructions
- Place of delivery
- Terms of delivery
- Security deposits
- Applicability of taxes (rates of taxes, whether inclusive or not to be specified)
- Terms of payment
- Date up to which the quotation should remain valid.

D. Receipt of Tenders:

A separate locked box with a slit for putting bid envelopes shall be kept at the Reception with appropriate labels, during the period for invitation of tenders. The box shall be brought before the authority inviting tenders as soon as time for receipt of tenders is over. The authority shall seal the box and affix his signatures on the seal. The box shall be opened only in the presence of the officer/ Committee evaluating the tenders who shall, before opening the bids, count the envelopes received, write the serial number on

each envelope (e.g., if six bids are received they will be numbered 1/6, 2/6 etc.) and only then proceed to open the envelopes.

Bids received after the scheduled date and time shall be received by the Receptionist who will record the date and time of receipt and bring all such envelopes to the authority inviting tenders. The authority shall write 'Late Tender' on the envelope and keep it in custody unopened.

E. Opening of Tenders

(1) The Tender Opening Officer or Tender Opening Committee, where one has been formed, should:

- a. Open only the quotations that are received within time from authorized sources.
- b. Allow representative of only those firms who have quoted to be present. Their authority letters may also be checked, if necessary.
- c. Prepare a list of participating representatives of the firms and obtain their signatures.
- d. Open all covers in public.
- e. Read out the important entries.
- f. Encircle all entries wherein cutting and overwriting has been made, in red ink.
- g. Attach the envelopes and write the serial number on the tender. Sign all pages of each quotation, including annexures.
- h. Prepare a comparative statement of tenders received in the format prescribed with tender-wise findings on each item/ specification (see 'F' below). The prices shall be given alongside in case of single envelope system, with taxes, terms of delivery, payment, warranty etc. all being shown separately.
- i. Put it up to the tender accepting authority along with the file and quotations duly filed and page numbered. A short proceedings of the Committee, noting out qualifying tenders duly signed by all members of the Committee shall be placed in the file.

(2) Additional guidelines to be followed in the Two Envelope System:

- a. The technical bids should be taken up and opened first following the procedure at (1) above, on the date prescribed for opening of tenders. Where samples have been asked for these shall also be numbered and signed similarly. The covers containing price bids should be kept together in sealed envelope in safe custody. These will be opened only after the technical evaluation is complete, on a date specified and made known to the qualifying tendering firms.
- b. Such of the technical bids as are found incomplete or indicate major deviations, shall be treated as 'non-responsive' without giving any further opportunity to the tendering firm to rectify the defects/deficiencies.
- c. Where the Technical Bid can be interpreted as qualifying, but clarification is needed to avoid disputes, a written communication may be issued with the approval of the competent authority for such clarification within a time to be specified.

- d. A Technical Comparative Chart shall be prepared indicating the responsiveness on each item/ specifications. In case alternative specification is given it shall be clearly stated as to how it meets or does not meet the required specification.
- e. Where samples have been asked for, a separate chart will be prepared, indicating the qualifying samples.
- f. A technical report shall be drawn up and signed by members of the Committee, indicating the qualifying offers. The Technical bids, comparative statement and the Report shall be put up on file for approval along with the samples where practicable.

F. Evaluation of Price Bids.

The bids in case of single envelope system and the price bids of qualifying tenderers in case of two envelope system will be evaluated in a comparative statement. Price bids of non-qualified tenderers shall be kept unopened in an envelope in safe custody till audit is completed. A Comparative Statement of price bids opened shall be prepared for each item separately in the format given below.

Comparative Statement

Description of Stores _____

Name of Firm	Qty. Offered	Unit Price	Any Rebate/ Discount offered. If so, its percentage, quantum and under what conditions	Whether S.Tax /Excise Duty, statutory duties are extra or not.	Net Unit Price	Delivery period offered	Terms of Delivery	Any other special condition like packing charges, deviations from the standard conditions etc.
1	2	3	4	5	6	7	8	

G. Acceptance of Tenders :

The lowest qualifying tender should normally be accepted. But, where the lowest tender is not acceptable, reasons for doing so shall be recorded in writing and prior approval of the authority next higher to the one competent to accept the tender should be obtained.

A decision whether to accept the offer of the next lowest tenderer or to re-tender should be taken at the same time. However, there can be no negotiations with such tenderers before taking a decision.

H. Communication of acceptance.

The successful tenderer shall be informed of the acceptance of his offer. In case security deposit or contract/agreement is to be signed he will be required to do so within a time to be specified.

Indent/ Supply order will only be placed after all formalities are complete. Thereafter earnest money of unsuccessful tenderers shall be returned forthwith.

I. Rejection of Offers

Offers must be rejected straightaway in the cases mentioned below:

- When the tender is received after due date and time of tender opening.
- If sealed tender is invited and bid is received in open form.
- It is received from a stockist or agent without indicating details of the manufacturer whose products are being offered.
- It is submitted by an agent without proper authorization from the manufacturer, despite requirement.
- It is ambiguous with regard to any of the essentials, i.e., the items being offered, prices quoted, and the terms or period of delivery.
- Tender samples as required in the inquiry conditions have not been submitted by the due date.
- Required Earnest Money has not been submitted.

The above list, however, is only illustrative and not exhaustive.

Proforma for Tender notice

'Tender Notice'

National Rural Roads Development Agency
(An agency of the Ministry of Rural Development)
NBBC Tower, Bhikaji Cama Place, New Delhi.

-
1. Sealed Tenders are invited on behalf of the Director General, National Rural Roads Development Agency to tender for the items indicated in the attached Schedule.
 2. Intending tenderers may obtain Tender Documents, complete with schedule, on payment of the prescribed cost of Rs. _____ by A/c Payee Demand Draft made in favour of _____ sent by post or in person on any working day up to _____ (date) from the office mentioned above.
 3. Tender documents may also be downloaded from the website www.pmgysy.nic.in. Cost of tender documents in such cases shall be deposited along with Earnest Money failing which the offer will not be considered.
 4. Tenders are subject to following terms and conditions:
 - Tender documents are not transferable.
 - Tenders submitted in the prescribed tender forms with required Earnest Money Deposit only will be considered.

- _____ (Authority) reserves the right to reject any or all quotations without assigning any reason thereof.
- Tender documents duly completed in all respects are to be sent so as to be received in the office by the date and time specified. Late and delayed tenders will not be considered.
- Technical and Financial bids will be submitted in separate envelopes duly super-scribed.
- Tenders without requisite samples will not be considered.

(Authority to invite tenders)

Schedule

Item No.	Description/ Specification	Quantity	Destination of stores	Delivery by	Terms of Delivery	Cost of Tender Document	Earnest Money Deposit
1	2	3	4	5	6	7	8

Appendix -16

Standards of Financial Propriety

All authorities concerned with making purchases of Stores, both consumable and non-consumable, are expected to keep always in mind the Standards of Financial Propriety listed below:

- Every officer is expected to exercise the same vigilance in respect of expenditure incurred from public moneys, as a person of ordinary prudence would exercise in respect of expenditure of his own money.
- The expenditure should not be *prima facie* more than the occasion demands.
- No authority should exercise its powers of sanctioning expenditure to pass an order, which will be directly or indirectly to its own advantage.
- Expenditure from public moneys should not be incurred for the benefit of a particular person or a section of the people, unless:
 - A claim for the amount could be enforced in a court of law, or
 - The expenditure is in pursuance of a recognized policy or custom.
- The responsibility of and accountability of every authority delegated with financial powers to procure any item or service on official account is total and indivisible.

- The authority concerned is expected to have the public interest uppermost in its mind while making a procurement decision. This responsibility is not discharged merely by selection of the cheapest offer but must conform to the following yardsticks of financial propriety: -

- ✓ whether the offers have been invited in accordance with the rules of the Agency and after following a fair and reasonable procedure in the prevailing circumstances.
- ✓ Whether the authority is satisfied that the selected offer will adequately meet the requirement for which it is being procured.
- ✓ Whether the price on offer is reasonable and consistent with the quality required.
- ✓ Whether the offer being accepted is the most appropriate one taking all relevant facts into account and in keeping with the standards of financial propriety.
- ✓ Wherever called for, the concerned authority must place on record in precise terms, the considerations which weighed with it while taking the procurement decision.

Appendix - 17

Stock Register

Name / Description of Article

Date	Qty. Brought Forward	Receipts			Total in Hand	Issued				Bal. in Hand	Signature of the Receiver	Remarks
		Bill No. & date	Qty Received	Price paid		No. issued	I.D. No.	Issued to	Price Received, If sold			
1	2	3	4	5	6	7	8	9	10	11	12	13

Note:- The two facing pages of the register may be used for 'Receipts' and 'Issues' respectively.

Appendix – 18

ANNUAL MAINTENANCE CONTRACT (Proforma)

Contract for Maintenance of: Air Conditioners/Computers/EPABX System etc.

Contracting Party : _____
 Address / Contact Person & His Phone No. : _____
 Frequency of Service : Monthly / Quarterly / Half-yearly / Yearly
 Terms of Service : Maintenance including Parts /Servicing without supply of Parts / Others.
 Total Amount payable : _____

Mode of Payment:

	In one lump sum	In Installments				
		Monthly	Quarterly	Half-yearly	Yearly	Any other way
Due Dates of payment						
Payments made on						

Cost of Parts supplied : Included in Contract / Payable separately

Visits by the Service Personnel:

Due on	Attended on	Work done	Parts, if any, replaced	Payment made for parts, if payable	Remarks
1	2	3	4	5	6

Notes:

- Column 1 of the table above shall be filled in at the time of commencement of the service contract, or in the beginning of each calendar year as the case may be.
- Remarks column will have entries, if any, regarding:
 - Any deficiencies noted in servicing.
 - Any calls made in between pre-fixed / pre-determined intervals.

Quality of parts supplied / replaced and their proper functioning will be guaranteed by the service contractor.

Log Book for Complaints for photocopier / computer / printers etc

Name of Vendor / Service Provider _____

Nature of Problem	Complaint made			Complaint Attended			Parts replaced, if any	Restored to working order or not	Remarks
	Date	Time	Meter Reading	Date	Time	Meter Reading			
1	2	3	4	5	6	7	8	9	10

Register of Annual Maintenance Contracts

Brief Description of the Contract	Party with whom made	Periodicity of Renewal Viz. Yearly / Half-yearly/ Monthly etc.	Date when entered into / last renewed	Next Renewal Due	Renewed on	Remarks
1	2	3	4	5	6	7

Register of Stock Verification

Date of Verification	Description of Stores found short	Extent of Shortage		Reasons for shortage & corrective action taken	Remarks
		Quantity	Value		
1	2	3	4	5	6

Stores declared Surplus, Obsolete and Unserviceable

Item No.	Particulars of Stores	Quantity / Weight	Book Value / Original purchase price	Condition and year of purchase	Mode of disposal (Sale, auction or otherwise)	Reasons for obsolesce etc.	Amount realized on sale etc.	Remarks
1	2	3	4	5	6	7	8	9

Note: A 'Nil' report will also be put up, when necessary.

Stock Register for Stationery

Name & Description of the Article

Date	Quantity Brought Forward	Receipts			Issues		
		Quantity Received	Inv/Bill No. and Date	Total Qty. in Hand	Qty. Issued	Requisition No. & Date	Balance in Hand
1	2	3	4	5	6	7	8