

Welcome



OFFICE ADMINISTRATION AND PROCEDURE

Office Administration



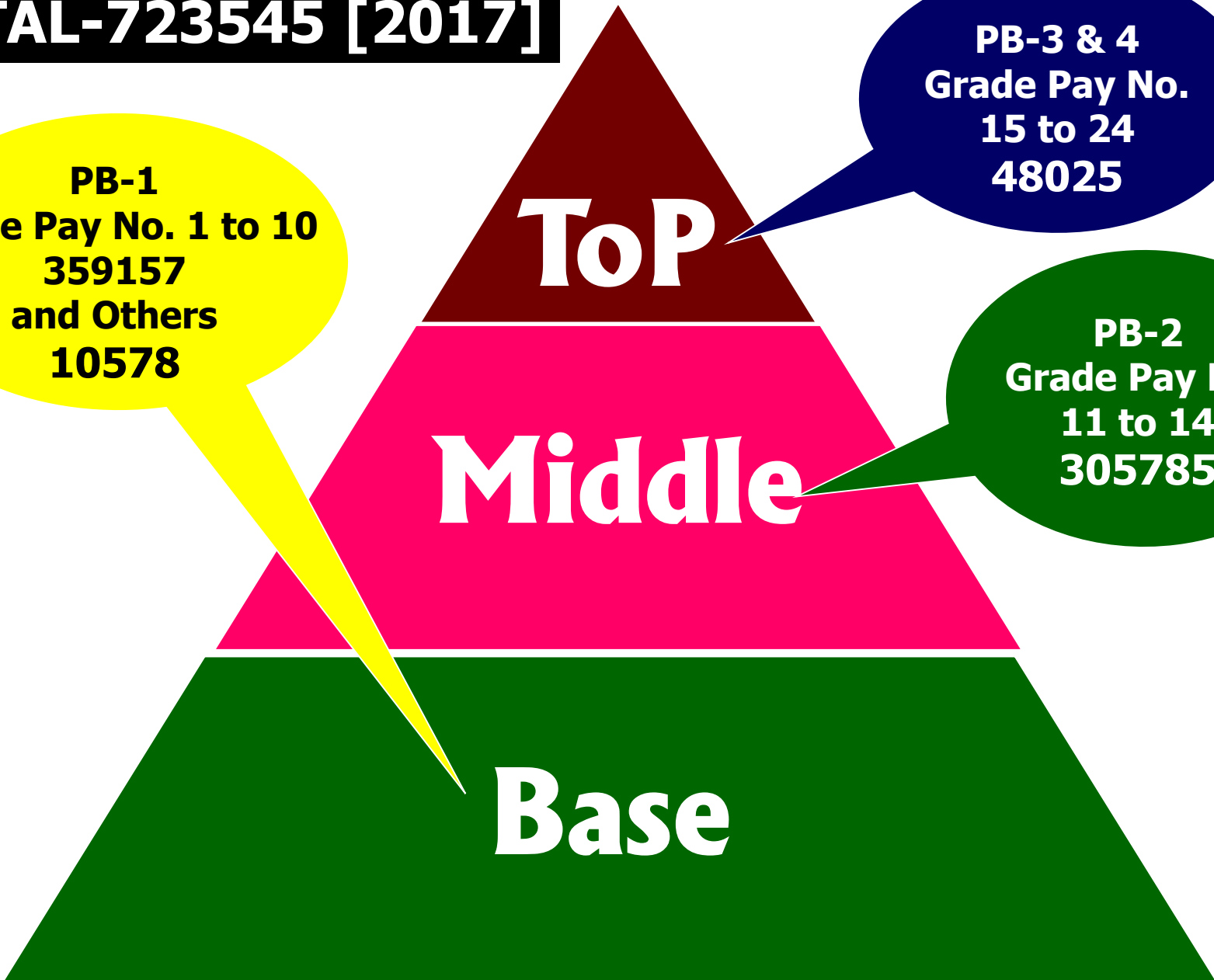
Dr. R.K.CHOUBISA B.A.(Hons), M.A., M.Phil., Ph.D
Professor of Public Administration
HCM Rajasthan State Institute of Public Administration
JAIPUR-3020 17
e-mail: rkchoubisaripa@hotmail.com
Mobile: 9414168624

TOTAL-723545 [2017]

**PB-1
Grade Pay No. 1 to 10
359157
and Others
10578**

**PB-3 & 4
Grade Pay No.
15 to 24
48025**

**PB-2
Grade Pay No.
11 to 14
305785**



Source: Budget Estimates 2017-2018 presented by Finance Minister (Chief Minister, Rajasthan) on 8 March 2017, Posts, page.14

TYPES OF ORGANIZATION



Secretariat



Head of Deptt.



Collectorate



Others

SECRETARIAT

सचिवालय नियमावली
Secretariat Manual

**Department of Personnel and Administrative
Reforms-Administrative Reforms Department**

राजस्थान कार्य संचालन नियम

Rajasthan Rules of Business

Cabinet Secretariat

General Administration Department

(A) December 14, 1967



COLLECTORATE

District Manual Part I and II

जिला नियमावली भाग I व II

HEADS OF DEPARTMENTS

Handbook of Office Procedure for Heads of Departments (excluding Collectorates) and Subordinate Offices attached thereto.

**विभागाध्यक्षों (जिला कलेक्टर कार्यालयों को छोडकर)
एवं उनसे संलग्न अधीनस्थ कार्यालयों के लिये
कार्यालय क्रियाविधि पुस्तिका**

GOVERNMENT OF RAJASTHAN



सत्यमेव जयते

GOVERNOR

CHIEF MINISTER

COUNCIL OF MINISTERS

SECRETARIAT

**JAIPUR
DIVISION**

**AJMER
DIVISION**

**UDAIPUR
DIVISION**

**BIKANER
DIVISION**

**JODHPUR
DIVISION**

**KOTA
DIVISION**

**BHARATPUR
DIVISION**

33 DISTRICT COLLECTORS AND DISTRICT MAGISTRATES

SUB DIVISIONAL, TEHSIL AND VILLAGE SET UP

Cabinet/ Council of Ministers



CABINET MINISTER

17

MINISTER FOR STATE
(Independent Charge)

06

MINISTER FOR STATE

06

DEPUTY MINISTER

10

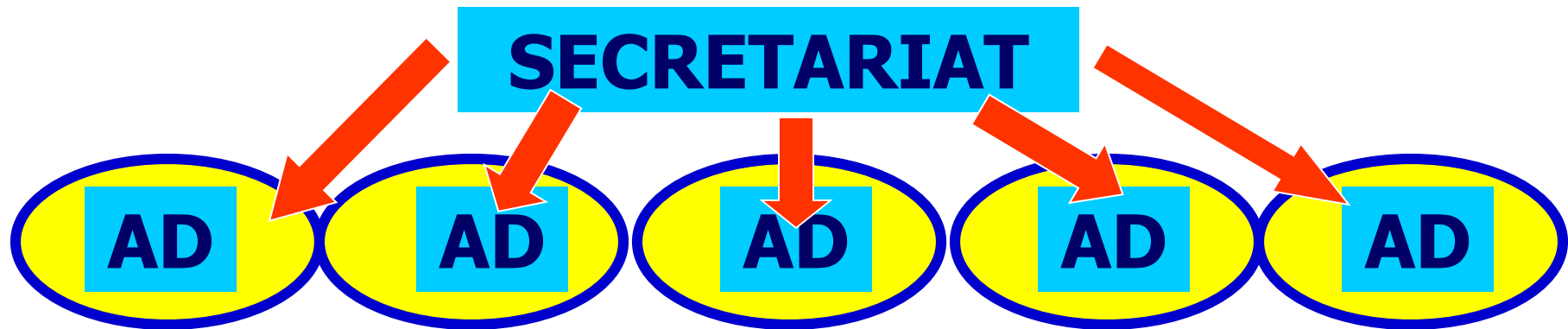
**PARLIAMENTARY
SECRETARY**

Services in State Government

Services are in the form of Sectors.

THREE SECTIONS:

- ➡ **General Services** सामान्य सेवाएं
[Budget Head 2011-2075]
- ➡ **Social Services** सामाजिक सेवाएं
[Budget Head 2202-2251]
- ➡ **Economic Services** आर्थिक सेवाएं
[Budget Head 2401-3606]



MINISTER-IN-CHARGE

Additional Chief Secretary to the Government

Principal Secretary to the Government

Secretary to the Government

Special Secretary to the Government

Joint Secretary to the Government

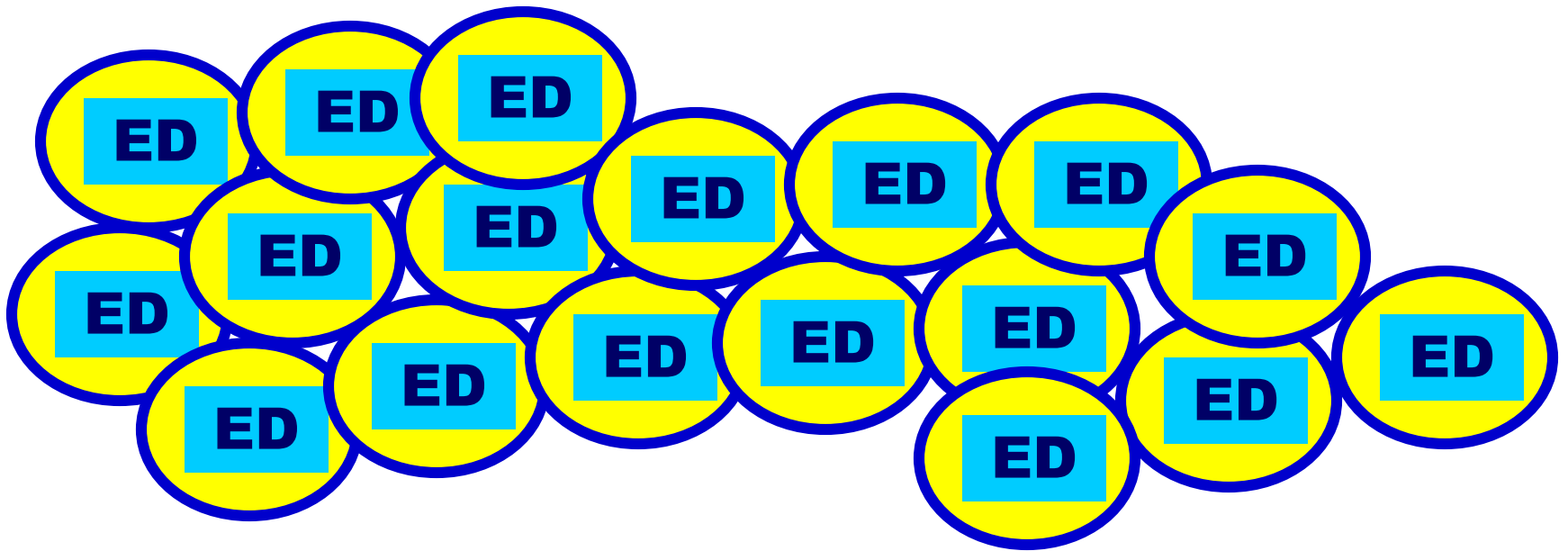
Deputy Secretary to the Government*

Assistant Secretary to the Government

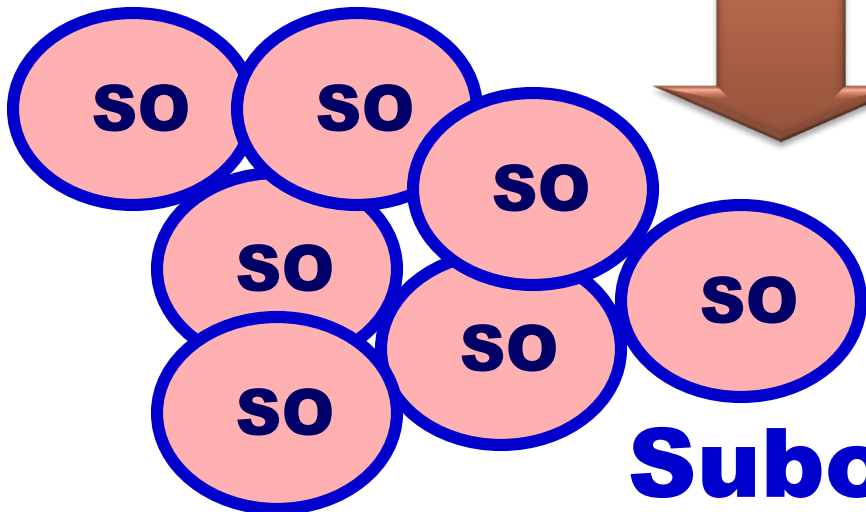
Section Officer

Assistant Section Officers

* IAS officers as Deputy Secretary to Government shall be in JAS in PB-3, GP Rs. 7600



EXECUTIVE DEPARTMENTS



Subordinate Offices

HEADS OF EXECUTIVE DEPARTMENTS



**DIRECTOR
COMMISSIONER
REGISTRAR
DIRECTOR GENERAL
INSPECTOR GENERAL
CHIEF ENGINEER**

DIRECTOR

**HEAD OF DEPARTMENT
CLASS I/OTHER THAN CLASS I**

Additional Directors

Joint Directors

Deputy Directors

Assistant Directors

LEVELS OF ORGANIZATION

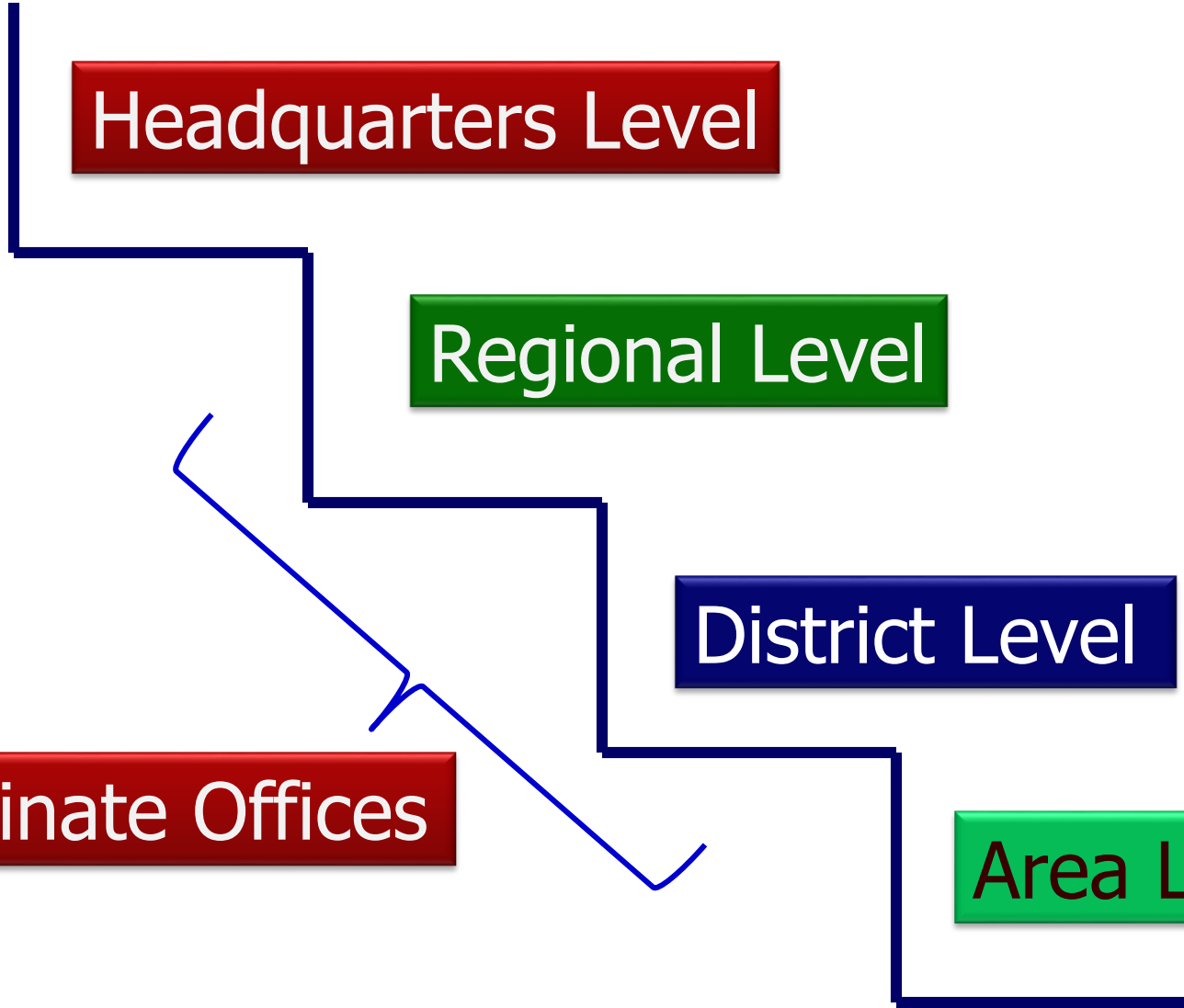
Headquarters Level

Regional Level

District Level

Subordinate Offices

Area Level



AUTHORITIES



**State Government
declares**



HEAD OF DEPARTMENT

*An authority declared to be such for purposes of delegations and exercise of administrative and financial powers as in **Appendix 8** of the GF&AR*

Declaration of Head of Department

- **Rajasthan Service Rules** → ▪ **Service Matters Delegation of Powers**
- **General Finance and Accounts Rules** → ▪ **Financial Matters Delegation of Powers**
- **Rajasthan Civil Services (Classification, Control and Appeal) Rules** → ▪ **Disciplinary Powers Under Rule 12/15(1)**

HEAD OF DEPARTMENT

- Rajasthan Service Rules, 1951, Vol. II

Annexure XIV

(1) List "A" 127

(2) List "B" 114

[As on 27 June 2016]

- General Finance and Accounts Rules, 1993, Vol. 1 Part-I

Appendix VIII (431)

[As on 26 September 2016]

- RCS (CCA) Rules, 1958 Rule 2(g)

**HEADS OF DEPARTMENTS
Class I**

**HEADS OF DEPARTMENTS
Other than Class I**

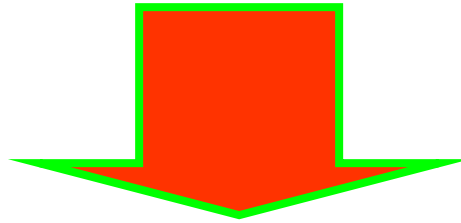
No such distinction

**Schedule "A" 116
HoDs**

AUTHORITIES

HEAD OF DEPARTMENT

DECLARES



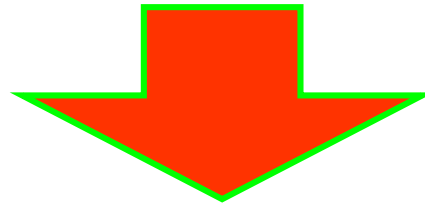
HEAD OF OFFICE

***A Gazetted Officer declared as such
under rule 3(a) of the GF&AR.***

AUTHORITIES

HEAD OF OFFICE

DECLARES



DRAWING AND DISBURSING OFFICER

*A Head of Office and also any other Gazetted Officer serving under Head of Office authorised by him under **Rule 3(b)** to sign, draw bills including pay and allowances, incur expenditure to the extent specified and make payments on his behalf. The term also include a Head of Department where he himself discharges such functions.*



Head of Department



Head of Office



Drawing and Disbursing Officer



Gazetted Officer

Who is either:

- ❑ a member of an All India Service; or
- ❑ is the holder of any of the posts shown in Schedule I (State Service) of the Rajasthan Civil Services (Classification, Control Appeal Rules), 1958; or
- ❑ is a person appointed in accordance with the terms of a contract or agreement and whose appointment is gazetted by Government; or
- ❑ is a Government Servant holding a post which may be declared by Government to be a Gazetted post.

Rule 2(xiv) of GF&AR

**Head of Department Class I–cum
Administrative Secretary**

Head of Department other than Class I

Head of Office

Drawing and Disbursing Officer

GAZETTED OFFICERS

**Junior Administrative Officer / Administrative
Officer / Senior Administrative Officer**

OFFICE

SUBORDINATE SERVICE

Clerks-Grade-II, Clerks Grade-II.

Class-IV SERVICE

w.e.f. 7 January 2015

Common Posts in Various Departments **OFFICE**

Establishment Officer

PB-3 Rs. 15000-39100, GP (16) Rs. 6000

Administrative Officer

PB-2 Rs. 9300-34800, GP (14) Rs. 4800

Office Superintendent-cum-Administrative Officer

PB-2 Rs. 9300-34800, GP (12) Rs. 4200

Assistant Office Superintendent

PB-2 Rs. 9300-34800, GP (11) Rs. 3600

Clerk Grade-I

PB-1 Rs. 5200-20200, GP (10) Rs. 2800

Clerk Grade-II

PB-1 Rs. 5200-20200, GP (9) Rs. 2400

SOURCE

Handbook of Office Procedure for Heads of Departments

- ❑ Chapter 9 (b), Para 25 to 32

6 CHAPTERS :

- ❑ Organization of an Office
- ❑ Attendance
- ❑ Receipt of Dak and its Disposal
- ❑ General Receipt and Dispatch
- ❑ Working of Sections
- ❑ Record Room

Office Sections

Head of Department

Head of Office

Sections

Officer-in-Charges

Officer-in-Charges

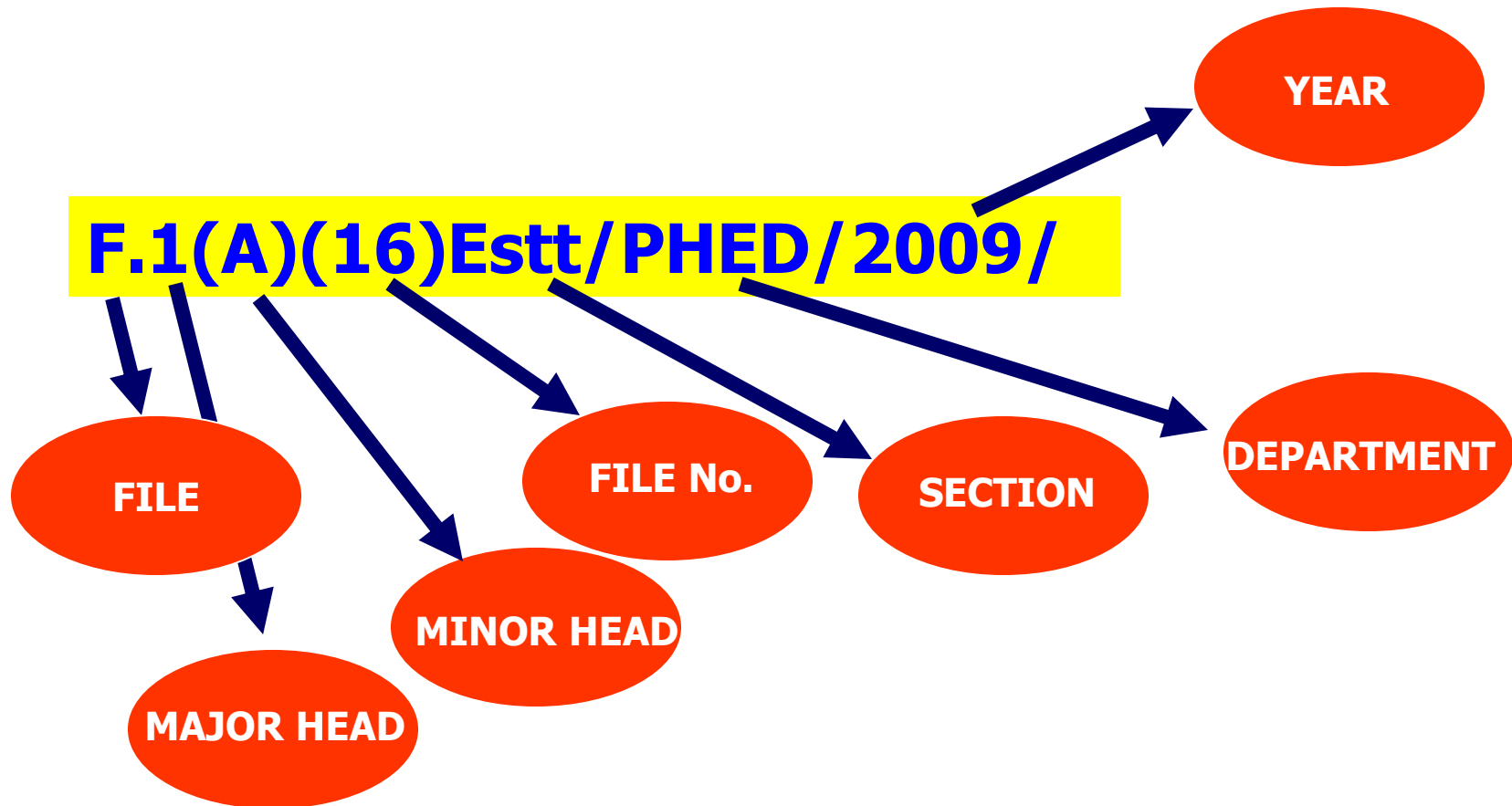
Officer-in-Charges

Officer-in-Charges

Officer-in-Charges

FILE NUMBERING

FILE NUMBERING FOR HODs



Major Heads

Minor Heads

HCM RIPA

- 
- 
1. Establishment
 2. Accounts
 3. Stores
 4. Planning
 5. Publication
 6. Campus/CT
 7. Library
 8. Hostel
 9. ASTI
 10. CMS
 11. CGG
 12. WCRC
 13. Regional Training Co
 14. Computer
 15. Examinations

1. Pay Fixation
2. DPC
3. Disciplinary Action
4. Cadre Strength
5. Annual Grade Increment
6. Court Cases
7. Assembly Questions
8. Surrender of PL Cases
9. RTC Matters
10. Selection Grade/ACP
11. Creation/Abolition of posts
12. Personal Files
13. Election

Major Heads

Minor Heads

HCM RIPA

- 
1. Establishment
 2. Accounts
 3. Stores
 4. Planning
 5. Publication
 6. Campus/CT
 7. Library
 8. Hostel
 9. ASTI
 10. CMS
 11. CGG
 12. WCRC
 13. Regional Training Centre
 14. Computer
 15. Examinations



1. Training Calendar
2. Centralized Nominations
3. Nomination in DTS/DoT
4. Training in India
5. Foreign Training
6. Paid Courses
7. WTO Matters
8. RTI
9. CBPR
10. Grants from DoPT
11. Monthly Calendar
12. Audit matters
13. Utilisation Certificates

Major Heads

Minor Heads

HCM RIPA

- 
- 
1. Establishment
 2. Accounts
 3. Stores
 4. Planning
 5. Publication
 6. Campus/CT
 7. Library
 8. Hostel
 9. ASTI
 10. CMS
 11. CGG
 12. WCRC
 13. Regional Training Centre
 14. Computer
 15. Examinations

1. Printing
2. Design
3. General
4. Training Monographs
5. Training Reprints
6. Occasional Papers
7. Prashasnika
8. Honorarium to Contributors
9. Subscription
10. Complimentary Copies
11. Exchange Basis

AN EXAMPLE OF NUMBERING OF FILES

Finance Department, Rajasthan Jaipur.

File No. F.11(7)FD(Rules)/2008 dated 12 September 2008 notifying Rajasthan Civil Services (Revised Pay) Rules, 2008

Codes	Meaning	Symbols
F.	File	.
11	Major Head	
7	Sub Head	()
FD	Finance Department	
Rules	Section/Division	()/
2008	Year of Opening of File	

**RECEIPT
OF DAK**

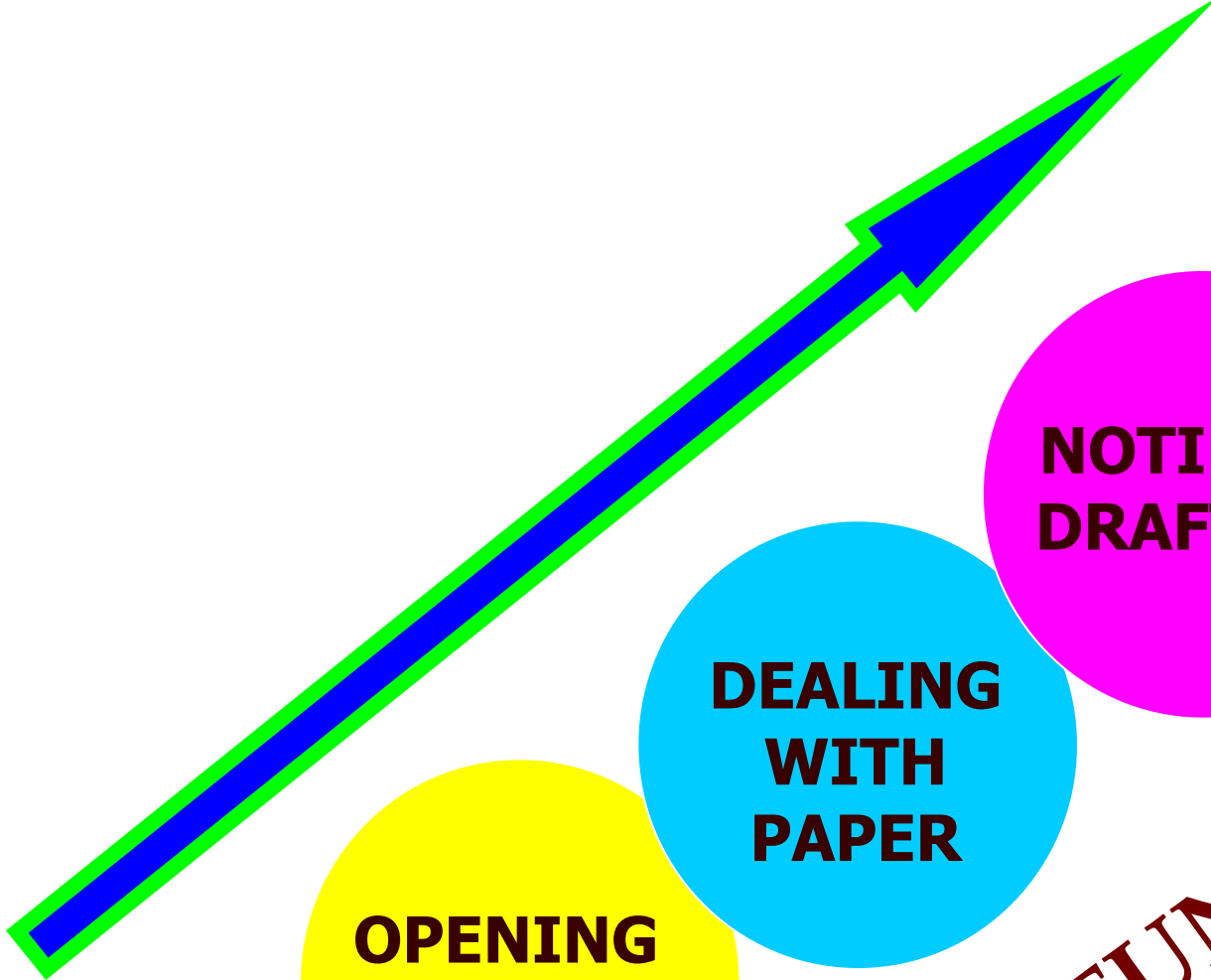
**OPENING
OF FILE**

**DEALING
WITH
PAPER**

**NOTING &
DRAFTING**

**DESPATCH
OF DAK**

**5 MAJOR FUNCTIONS OF
AN OFFICE**



राजस्थान सरकार

कार्यालय टिप्पणी

नोट शीट प्रपत्र

पृष्ठ संख्या

राजस्थान सरकार

कार्यालय टिप्पणी

पत्रावली संख्या

राजस्थान सरकार

कार्यालय टिप्पणी

बांये से दाये
हिन्दी या अंग्रेजी
में लिखे

पहला कार्य है
पी.यू.सी. का
विवरण

1

विचाराधीन पत्र का विवरण दें

2

विचाराधीन पत्र का मामला
क्या है? पैरा वाइज लिखें

3

निस्तारण का अनुरोध करें

पी.यू.सी. में
क्या मामला है?

पी.यू.सी. के
निस्तारण का
अनुरोध करें

पी.यू.सी. में
मामला जटिल
हो तो पैरावार
लिखें

राजस्थान सरकार

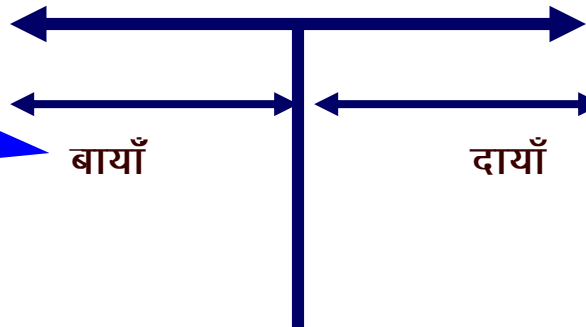
कार्यालय टिप्पणी

1

2

3

प्रकरण लिपिक के हस्ताक्षर व दिनांक कार्यालय अधीक्षक के हस्ताक्षर



अधिकारी का निर्णय

अधिकारी के हस्ताक्षर

अधिकारी का निर्णय व हस्ताक्षर

राजस्थान सरकार

कार्यालय टिप्पणी

1

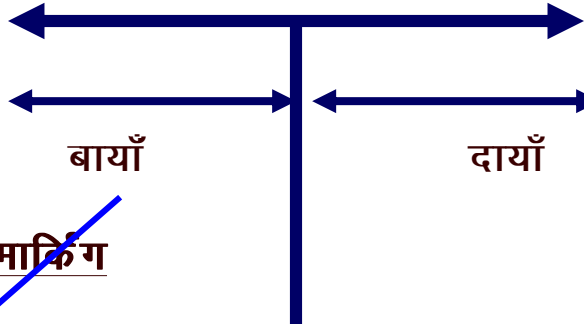
विचाराधीन पत्र का विवरण दें

2

विचाराधीन पत्र का मामला क्या है? पैरा वाइज लिखें

3

निस्तारण का अनुरोध करें



सन्दर्भ हेतु
स्थान

जिस अधिकारी को
पत्रावली भेजी
जावे उन्हें मार्क
करें

अधिकारी अपने मार्किंग को स्लेश
के निशान से काटें व अपनी
टिप्पणी/निर्णय अंकित करें

अधिकारी के हस्ताक्षर

राजस्थान सरकार

कार्यालय टिप्पणी

नोट नम्बर

1

विचाराधीन पत्र का विवरण दें

2

विचाराधीन पत्र का मामला क्या है? पैरा वाइज लिखें

3

निस्तारण का अनुरोध करें

प्रकरण लिपिक के हस्ताक्षर

कार्यालय अधीक्षक के हस्ताक्षर

जिस अधिकारी को पत्रावली भेजी जावे उन्हें मार्क करें

सन्दर्भ हेतु स्थान

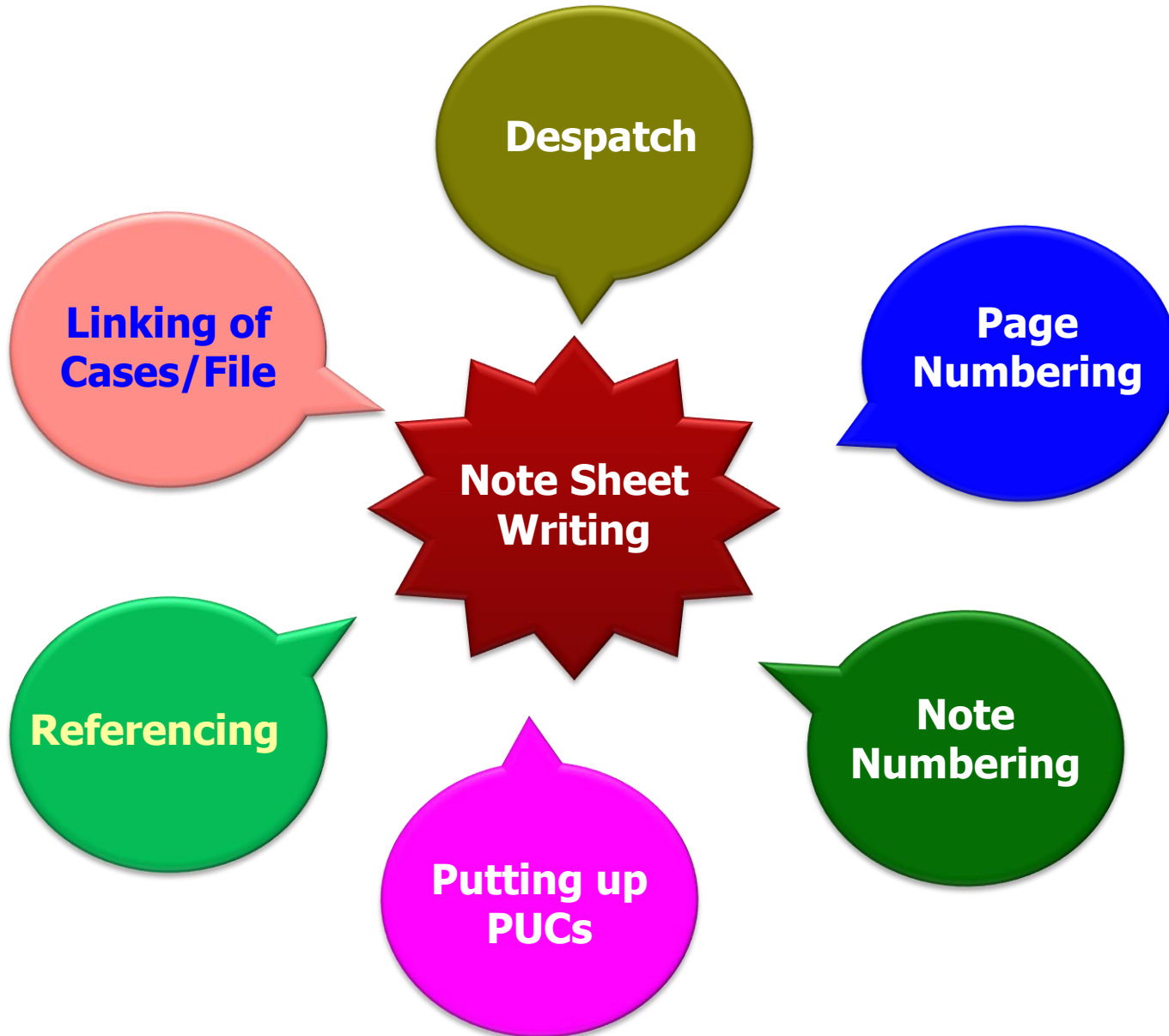
बायाँ

दायाँ

मार्किंग

अधिकारी का निर्णय व हस्ताक्षर

NOTE SHEET WRITING



4 C's of Noting

- | | | | |
|----|-----------------|---|-----------|
| 1. | <i>Clear</i> | — | स्पष्ट |
| 2. | <i>Complete</i> | — | पूर्ण |
| 3. | <i>Correct</i> | - | सही |
| 4. | <i>Concise</i> | - | संक्षिप्त |

FEATURES OF A GOOD NOTE SHEET

- ❑ **COMPLETE:** It should answer all questions that have been raised and all other possible questions that may arise while considering the case. Answer to questions such as What, Why, When, Where and Who will help in making the note complete.
- ❑ **CLEAR:** It should be written, as far as possible, choosing short, familiar words, using short sentences, in active voice, and preferring concrete expressions in place of abstract ones.

FEATURES OF A GOOD NOTE SHEET

- ❑ **CONCISE AND TO THE POINT:** It should not contain wordy expressions or trite or unnecessary expressions and should not include only relevant statements. It should also avoid repetitions either of words or ideas.
- ❑ **COHERENT:** It should be logically arranged, sticking to one idea for each paragraph and linking together sentences and paragraphs.

FEATURES OF A GOOD NOTE SHEET

- ❑ **CORRECT:** It should be factually correct, figures should be free from mistakes, and the writing should be grammatically correct.
- ❑ **COURTEOUS:** It express ideas tactfully, without hurting anybody's feelings and emphasize positive facts. If apparent errors or incorrect statements in a case have to be pointed out or if any opinion expressed therein has to be criticized, care should be taken to couch the observations in courteous and temperate language free from personal remarks.

FEATURES OF A GOOD NOTE SHEET

- ❑ **ORGANISED PROPERLY:** It should put ideas in the best order for impact, reflecting clear thinking. The first paragraph should state the main point followed by paragraphs giving evidence and discussing it, and the final paragraph should contain recommendations.

FEATURES OF A GOOD NOTE SHEET

- ❑ **VISUALLY ATTRACTIVE:** It should be made attractive by dividing the note in serially numbered paragraphs, using headings liberally and keeping the paragraphs of 6 to 10 lines each. Where possible use bullets and other lists, and leave a small margin of about one inch on all sides (left, right, top and bottom).

टिप्पणी लेखन एवं पत्रावली संबंधी कार्य

- पत्रावली पर किसी विचाराधीन पत्र को प्रस्तुत करने वाला लिपिक कार्यालय प्रशासन की भाषा में प्रकरण लिपिक (Dealing Clerk) कहलाता है।
- प्रत्येक प्रकरण लिपिक पत्रों की प्राप्ति कर उन्हें प्रकरण लिपिक डायरी में दर्ज करता है।
- प्रकरण को पत्रावली पर प्रस्तुत करते समय पत्रावली में नत्थीबद्ध पत्र का यदि हवाला देना हो तो लिपिक द्वारा लगाये गये नम्बर को टिप्पणी प्रपत्र पर /सी के रूप में अंकित किया जाता है। जैसे प्रकरण प्रस्तुत करते समय मान लीजिये एक पत्रावली में 194 कागज पत्रित है व हमें 89वें कागज का सन्दर्भ देना है तो हम उसे 89/C के रूप में लिखेंगे।
पत्रावली पर विचाराधीन पत्र पर अंकित नम्बर को लेकर कार्यालय टिप्पणी (Note Sheet) पर नोट लिखकर निर्णय हेतु प्रस्तुत किया जाता है।

टिप्पणी लेखन एवं पत्रावली संबंधी कार्य

- नोटशीट प्रपत्र की दोनों काली लाईनों के मध्य नोट अंग्रेजी अथवा हिन्दी में लिखा या टंकित किया जाता है।
- टिप्पणी प्रपत्र में लिखे गये प्रत्येक पैरा को जो क्रमांक दिया जाता है उसे नोट कहते हैं जो /एन के रूप में सन्दर्भित किया जाता है। जैसे किसी टिप्पणी प्रपत्र में कुल 112 नोट है। यदि विचाराधीन पत्र प्रस्तुत करते समय हमें नोट क्रमांक 96 का हवाला देना पड़े तो हम उसे 96/N लिखेंगे।

**NOTE SHEET WRITING
IN SECRETARIAT**



Papers under consideration and previous papers and notes to be put up in connection therewith

Secretariat Manual

Chapter 5 Section 70 to 142



Golden Rule

Section 81

Paper Under Consideration

Previous Papers

Policy

Precedents

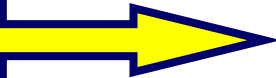
Secretariat Manual

Chapter 5 Section 70 to 142



Disposal Time

Section 92 (6)



Ministers

15 Days

PS/S/SS/DS

8 Days

Group Officers

5 Days

Secretariat Manual

Chapter 5 Section 70 to 142

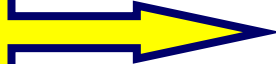


तत्काल



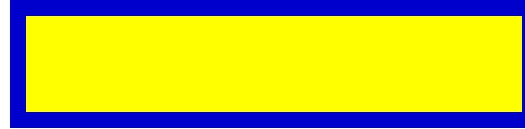
विधानसभा

Use of Labels



अत्यावश्यक

Section 97

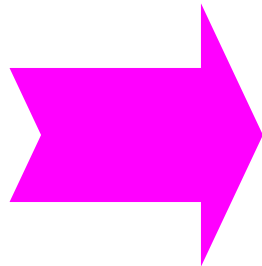


गोपनीय

Out Today

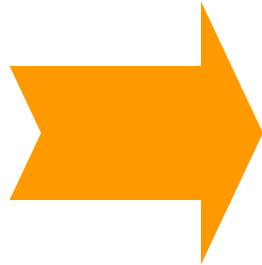
लिखित पर्ची

Items



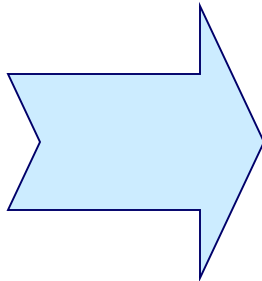
**To be examined and
disposed of by ???**

Normally DS/GO



**To be disposed of by
???**

Normally DS/Secretary



**Whether to be submitted to
the Deputy Minister/Minister
of State/Minister-in-Charge**

Normally Yes/No

