



KERALA DEVASWOM RECRUITMENT BOARD

OFFICE MANUAL

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Foreword

It gives me immense pleasure to write the Foreword to the Office Manual and Regulations of the Kerala Devaswom Recruitment Board, Thiruvananthapuram. The Kerala Devaswom Recruitment Board came into existence in March 2015, on the basis of the Kerala Devaswom Recruitment Board Ordinance which was later replaced by the Kerala Devaswom Recruitment Board Act 2015. The Board was created without specifically providing for any of its various basic infrastructural requirements such as Office, Staff, Vehicles, Fund etc. Hence, during the first year of its existence the fledgling Board had to struggle for getting the basic infrastructure while fighting for its survival.

I am pleased to place on record here that in spite of the numerous constraints and limitations, the Board could fend for itself, major items of the above vital infrastructure. The next prerequisite for our effective functioning was a proper legal framework which would eventually provide legal sanction to the various actions to be taken by the Board to fulfill its tasks. The Significance of the KDRB Regulations and the Office Manual has to be voluntarily taken the responsibility of drafting the KDRB Regulations and the Office Manual has to be appreciated in this context. Shri. N. Parameswarakumar, the first Member of the Board had voluntarily taken the responsibility of drafting the KDRB Regulations and the Office Manual on himself and had untiringly worked for its realization, putting aside his personal discomfort. His nearly a year long hard work and toil had resulted in this comprehensive and fairly exhaustive volume of office Manual/ Regulations which lays down in detail the procedure to be followed in the Board Office in all anticipated contingencies. The initiative, sincerity, hard work and commitment exhibited by Shri. Parameswarakumar in the framing of the Manual and Regulations have to be applauded and gratefully acknowledged. The able assistance provided by our Consultants Sri. M.S. Dharan, Retired Additional Secretary (Finance Dept.) and Sri. S. Sudarsanan, Retired Additional Secretary (Kerala Public Service Commission) to him in fulfilling this onerous task also needs to be appropriately complemented and appreciated. I take this opportunity to convey the entire Board's appreciation and congratulations to Shri. N. Parameswarakumar, The first Member of the Board and our Consultants Sri. M.S. Dharan and Sri. S. Sudarsanan.

I trust and hope that this Office Manual and Regulations would serve as a very useful reference to all the Board officials and staff. Hopefully, it would go a long way in giving proper guidance to them when in doubt and in increasing their efficiency in the years to come.

P. Chandrasekharan IPS (Retd)
(Chairman, KDRB, Tvpm)

CHAPTER – 1

HISTORY

1. Kerala, known as BhargavaBhumi (Land of Parashurama), is a land of Temples and temple legends. Temples have an important place in the life of the people of the State and they represent the age old customs, cultural heritage and traditions of Kerala Hindu community. They are not only a symbol of faith and religion but also of unmatched architecture. All temples of the State are either managed by Government controlled Devaswoms or formed by private bodies or families. According to Travancore-Cochin Hindu Religious Institutions Act-1950, State Government of Kerala is responsible for managing all temples (except those owned by those private families and private boards) listed in Official Covenant signed between Travancore Ruler and Indian Government in 1949. Only Government appointed Devaswom officials and Board can interfere in the affairs of the Temples. Devaswom, in fact, is a social system and means properties of god. Under this system all properties of each temple are declared as personal property of presiding deity and managed through a body of trustees who are worshippers of the presiding deity. There are more than 15000 temples in Kerala. Among these temples approximately 1200 are managed by Travancore Devaswom Board and over 400 are managed by Cochin Devaswom Board and more than 1600 are managed by Malabar Devaswom Board. There are ten temples under Guruvayur Devaswom Managing Committee and one temple under Koodalmanickam Devaswom Managing Committee.

2. Appointments to various posts, including Temple staff, under these Boards were done in accordance to the provisions in the Travancore – Cochin Hindu Religious Institutions Act 1950, Madras Hindu Religious Act and Charitable Endowment Act 1951, Guruvayur Devaswom Act 1978 and Koodalmanickam Devaswom Act 2005 respectively. Meanwhile in 2007, a Division Bench of the Kerala High court headed by the then Chief Justice Shri V K Bali had appointed a three-member high power Commission with Justice Shri K.S.Paripoornan, former Supreme court Judge, as Chairman to inquire into the allegations of corruption and malpractice in the Travancore Devaswom Board (TDB). The report of the high-power Commission was later accepted by the Division Bench of the Kerala High court. In his report Justice Shri K.S. Paripoornan has pointed out that there is every reason to believe that there has

been wide spread corruption and favouritism and 'ad hocism' in the appointments to various posts. One of the recommendations made by him is " *A high power Recruitment board headed by a retired Judge of the High court, or administrator of high efficiency and integrity may be appointed to select the right people for various posts*". In order to comply with the above Recommendation, in 2014, State Government decided to streamline the recruitment process in the Devaswom Boards and promulgated the Kerala Devaswom Recruitment Board Ordinance 2014. The said Ordinance was re-promulgated three times. In exercise of the powers conferred by sub-section (1) and (3) of section 3 of the said Ordinance, State Government constituted the Kerala Devaswom Recruitment Board with Chairperson and four Members. The said Ordinance was later repealed and the Kerala Devaswom Recruitment Act 2015 (Act No 16 of 2015) was enacted. As per the Act the number of Members was increased from four to five.

CHAPTER - 2

POSITION OF THE BOARD UNDER THE ACT

3. The Board is constituted by the Government in exercise of the powers conferred by sub-sections (1) and (3) of Section 3 of the Kerala Devaswom Recruitment Board Act 2015. The Board is constituted to exercise the powers conferred on it and to perform the functions under this Act namely preparation of select list of candidates by inviting applications for appointment to various posts (other than hereditary posts and the posts in aided educational institutions in Devaswom Boards of the State of Kerala) and conducting written / Objective/ OMR Tests, Interview etc. According to the provisions in the Act, it is an independent and autonomous body corporate in the name Kerala Devaswom Recruitment Board having perpetual succession and common seal. It shall sue and be sued in the said name.

4. The State Government appoints the Chairperson and the Members of the Board. The composition of the Board is a Chairperson, who is/was an officer not below the rank of Secretary to Government and five other Members of which one shall be a woman and another from the SC/Hindu ST community. The Chairperson and Members can continue in office till the completion of a period of five years from the date on which they assume

office or till they attain the age of 65 years, whichever is earlier. A person once appointed as Chairperson or Member is ineligible for re-appointment. The Chairperson or any other Member can be removed from the Board only in accordance with the procedure laid down in the Act. The conditions of service of the Chairperson or a Member once appointed cannot be varied to his disadvantage. The expenses connected with Kerala Devaswom Recruitment Board are met from the Consolidated Fund of the State.

5. The duties and functions of the Board have been laid down in the Kerala Devaswom Recruitment Board Act 2015, Kerala Devaswom Recruitment Board Rules 2015 & Kerala Devaswom Recruitment Board (Amendment) Rules 2015. They are:

1) To prepare Select List for appointment to various posts in the Devaswom Boards mentioned below (except hereditary posts and the posts in aided educational institutions in the Devaswom Boards) by inviting applications and conducting Written/ Objective/ OMR Tests and/or Interview

1. Travancore Devaswom Board
2. Cochin Devaswom Board
3. Malabar Devaswom Board
4. Guruvayur Devaswom Managing Committees
5. Koodalmanickom Devaswom Managing Committees

2) To constitute the Department Level Promotion Committees and conduct its meetings for preparation of list of eligible candidates for appointment to the selection categories and grades of the services in the Devaswom Boards.

3) To conduct any other examinations relating to Devaswom Boards as entrusted by the Government.

CHAPTER -3

CLASSIFICATION OF SERVICE AND OTHER ALLIED MATTERS

6. Section 2 (j) of the Kerala Devaswom Recruitment Board Rules 2015 defines "service" as both Kerala Devaswom Recruitment Board Service and Devaswom Board Service. The 'Devaswom Board Service' includes Travancore Devaswom Service, Cochin Devaswom Service, Malabar Devaswom Service, Guruvayur Devaswom Service and Koodalmanickam Devaswom Service respectively.

CHAPTER- 4

DEFINITIONS

7. In this Manual unless there is nothing repugnant in the subject or context,

"ADVICE LIST" means list of candidates drawn from the Select List and arranged on the basis of the rules of reservation and rotation in respect of the vacancies reported from time to time.

"ARISING REFERENCE" Any reference issued from the Office, which originates the file, is called an "Arising reference"

"BLINDNESS" a condition where a person suffers from any of the following namely:

- i. Total absence of sight
- ii. Visual impairment not exceeding 6/60 or 20/200(Snellen) in the better eye with correcting lenses or
- iii. Limitation of field of vision subtending an angle of 20 degree or worse.

"BOARD" means the Kerala Devaswom Recruitment Board.

"CASE" consists of the current file, note file and any previous papers and books put up for reference.

"CEREBRAL PALSY" Cerebral Palsy means a group of non-progressive condition of a person characterized by abnormal motor control posture resulting from brain insult or injuries occurring in the pre-natal, peri-natal or infant period of development.

"CIRCULATION-" Submission of files to the Chairperson and the Members for information or orders.

"CURRENT-" A communication received in the Office both in print and electronic media, which is stamped and numbered in the office is, until disposal, known as a "current". The number assigned to a current is called a "Current number".

"CURRENT FILE" is a part of a file in which official correspondences, references and the replies, added subsequently, arranged chronologically.

"DEMI-OFFICIAL CORRESPONDENCE" - Correspondence is called "Demi Official" when the Officers correspond with each other on administrative or official matters, without the formality of official procedure and with a view to the inter change or communication of opinion or information.

"DEVASWOM BOARD" means the Travancore Devaswom Board or Cochin Devaswom Board or Malabar Devaswom Board or Guruvayur Devaswom Managing Committee or Koodalmanickam Devaswom Managing Committee.

"DIFFERENTLY ABLED" A person suffering from not less than 40% of any kind of disability specified in "the Persons with Disabilities (Equal opportunities-protection of Rights and Full participation) Act 1995.

"DISPOSAL" is a statement of the final decision of the Board or any other competent authority on any matter submitted for information or orders.

"DRAFTING" is the preparation of any communication, which it is proposed to issue by, on behalf of or under the direction of the Board.

"EDP" or Electronic Data Processing includes the processing of data by means of IT enabled systems.

"EEA" - Earliest Effective Advice - The effective date of advice given to a candidate to fix his seniority, when an approved rotation is revised or when a thrown out candidate is re-advised (Vide para 2 of the Regulations).

"ENCLOSURE" A communication or a statement or plan, sketch or any other document, which is attached to or accompanies another communication to supplement or

elucidate the point, intention or orders conveyed in the communication, is called an "enclosure".

"EXAMINATION" includes written examinations, objective type(OMR) examinations, practical examinations, physical efficiency test, oral test (interview) and any other test or examination which the Board may deem fit to hold.

"e-mail" refers to the electronic mail service of the Board. e- mail accounts shall be created for the Chairperson and the Members of the Board, Officers and office of the Board to facilitate easy and faster transfer of communications using the internet. The common e-mail id of the Board is kdrb@kerala.gov.in

"FILE" consists of note file and correspondence (current) file.

"FLAGGING" is the process of attaching to the top of papers put up for reference in a case, slips marked with alphabet or Arabic or Roman numerals. It also refers to marking applications for rejection/admission in the software/OTR software.

"GAZETTE" means the Kerala Government Gazette.

"GOVERNMENT" means the Government of Kerala.

"HEARING IMPAIRMENT" means loss of sixty decibels or more in the better ear in the conversational range of frequencies.

"Information" means any material in any form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force.

"INTERNET" is a global network connecting a computer to any other computer anywhere in the world via dedicated routers and servers.. When two computers are connected over the Internet, they can send and receive all kind of information such as text, graphics, voice, video, and computer programs.

"ISSUE" is the term used to denote the process of copying and dispatching communications intended for any person or authority.

"KSWAN" Kerala State Wide Area Network –internet facility provided and managed by Kerala State IT Mission.

"LAN" - Local Area Network refers to the inter connection of all the computers in the Office of the Board through network cables to form a group, which can be accessed only by the Members and Staff of the Board.

"LINKED FILE" When one case has relevance in relation to another case both the cases are submitted together and this process is called "linking of files". The file so submitted along with another file for reference or for orders is known as "linked file".

"LOCOMOTOR DISABILITY" means disability of the bones, joints or muscles leading to substantial restriction of the movement of the limbs or any form of Cerebral Palsy.

"LOW VISION" A person with impairment of visual functioning even after treatment or standard refractive correction but who uses or potentially capable of using vision for the planning or execution of a task with appropriate assistive device.

"MEMBER" means a Member of the Kerala Devaswom Recruitment Board and includes the Chairperson thereof;

"NCA" - No Candidate Available means the non-availability of candidates belonging to SC/Hindu ST/Other Backward Classes to fill up the Reservation turns as per the Rule 3 of KDRB Rules 2015.

"NEW CASE" - A paper which is not connected with a pending case in the office or one which originates in the office or is started under a note or Demi official letter of the Chairperson or a Member or any other authority in the office is treated as a "New Case".

"NJD" - Non Joining Duty - Candidates who are advised for recruitment but who failed to join duty as per direction in the appointment order.

"NOTE" A note is written by an Official to facilitate the disposal of a case. It may contain the précis of previous papers, the statement of the facts reported and proposals made in the current file, the arguments for and against any measure proposed and the suggestions as to the action to be taken.

"NOTE FILE" consists of the notes with unofficial references and replies thereto including Demi official and telephonic messages.

"OFFICIAL CORRESPONDENCE" Correspondence is called "official" when an officer, as such, addresses or is addressed by another officer or by any public body or a private individual, in writing, in accordance with certain fixed rules as to form, matter, and procedure and with the intention that such correspondence may be the public record regarding the question discussed.

"OLD CASE" A reply to a reference issued from the office or a paper which, though not a reply of that nature, has for any other reason to be filed with a current already pending in the office is called an "old case".

"OMR" Optical Mark Recognition is the process of gathering data by measuring reflectivity of light at predetermined positions on a surface by Optical Mark Readers (also designated as OMR).

"ONE TIME REGISTRATION (OTR)" Candidates can register their details such as Age, Date of Birth, Community, Religion, Educational Qualifications, Address and other details with the Board by making use of this facility. After the registration, they need only to express their willingness to apply for a particular post notified by the Board. The system itself ascertains their eligibility to apply for that particular post with the details already stored.

"PROBABILITY LIST" means the list of candidates found provisionally suitable for inclusion in the Select List based on the marks secured in the written /Objective/ OMR Test. Probability lists are published for posts for which Select lists have to be prepared without interview, practical or physical tests. The original documents of all candidates included in the list are to be verified before the Select List is published.

"PUT UP PAPERS" means the previous orders or other papers connected with or bearing on the subject of a current under consideration and put up in the case with the current.

"REFERENCING" is the process of putting up in case previous correspondence, laws, Rules, reports etc., required for its disposal, flagging them and indicating their presence by references in the margin at the portion of the current file or the note file in which they are mentioned or quoted.

"REGISTRY" A paper is said to be 'registered' when it is given a current number and entered with an abstract in the Personal Register maintained digitally or otherwise. Entering the number and other details of applications for recruitment or examination in the Register is also be referred to as Registry.

"REGULATIONS" means Kerala Devaswam Recruitment Board Regulations 2016

"ROUTINE NOTE" A note for the elucidation of a point arising in a case which an Officer wants to be cleared up, or upon matters of a passing nature, such as reminders, delays in office etc. which will not go into permanent record is termed a 'routine note'.

"SECTION" is a division of the office consisting of a Manager and one or more Clerks under him.

"SELECT LIST" means list of candidates arranged in the order of merit, either on the basis of the interview or the examination or by both.

"SERVERS" includes all computer systems designed to handle specifically designed tasks.

"SERVICE" includes the Kerala Devaswom Recruitment Board Service and Devaswom Board Service. The Devaswom Board Service includes Travancore Devaswom Service, Cochin Devaswom Service, Malabar Devaswom Service, Guruvayur Devaswom Service and Koodalmanickam Devaswom Service.

"SHORT LIST" means the list of candidates found provisionally suitable to be called for interview, practical test, physical efficiency test etc.

"TAPPAL" All communications received in the Office which are official, unofficial or Demi official are, until registry, known as 'Tappal'.

"THROWN OUT"- Candidates discharged from service for want of vacancies to accommodate them and to be re-advised or reappointed as per paragraph 82 of the Regulations.

"UNOFFICIAL CORRESPONDENCE" Means the concurrence, opinion or remarks of another section of the office obtained in such a way that it may not form part of the official proceedings in file.

"U.O. Note" means a note issued as part of 'unofficial note'.

"VPN" Virtual Private Network is a wide area network of computers connected to internet but in a close proximity to each other.

"WEBMAIL" refers to the internal e-mail service of the Board for transferring confidential data. Web mail accounts shall be created for the Secretary, the Controller of Examination, the Assistant Secretary (Rectt & Exams), Manager (System Admin). Webmail works within the Virtual Private Network of the Board.

"Wing" is a division of the office consisting of the Manager and two or more clerks.

CHAPTER -5

OFFICE OF THE BOARD

8. The business of the Board is transacted in accordance with the provisions of the Kerala Devaswom Recruitment Board Act 2015 and the procedure laid down in the Kerala Devaswom Recruitment Board Rules 2015

9(i).The Organizational hierarchy of the Kerala Devaswom Recruitment Board showing the span of control is given in **Appendix- IV**.

9 (ii).The Office of the Board is broadly divided into 5 wings viz.

- 1) Establishment & Accounts Wing
- 2) Recruitment Wing
- 3) Examination Wing
- 4) Computer Wing
- 5) Public Relations Wing

(1) ESTABLISHMENT & ACCOUNTS WING

10. For administrative convenience the general administration and the accounts functions of the Board is dealt in a single wing. The Establishment & Accounts wing has the following sections under its control.

i. Establishment section

11. The Establishment section deals with all establishment works including appointment, transfer, promotion and postings of the staff of the Board including internal transfer, maintenance of Seniority List of Officers, initiating disciplinary action against the staff of the Board, convening of Departmental Promotion committee for the Devaswom Boards etc. The accommodation for the various Sections of the office of the Board and the allotment of rooms, telephones, furniture and such other basic necessities for the Members and the Officers, repairs and maintenance of vehicles, Maintenance of various Registers including registers of furniture and other office items (Form No 1), Register of Books and Periodicals ((Form No 2)) are also the function of this Section.

12. The Attendance Management functions are under this section. The Section controls the biometric computerized attendance system implemented in the Office of the Board. All members of the staff except the Secretary and officers in the rank of Additional Secretary have to record their attendance on the biometric computer system. Before 15th of every month all Controlling Officers (Officers in the cadre of Assistant Secretaries and above are the Controlling Officers) have to regularize the previous month's attendance of the staff under their control in the biometric system and a compliance report in this regard shall be given to the Establishment section in the prescribed pro forma in Form No 3 with copy to Finance & Account section. Security Staff, Drivers, Cleaning and Sanitation staffs are under the control of the Establishment section. This Section is the custodian of all records of the Office except those relating to conduct of examination and Interview. It also deals with all works relating to Right to Information Act. The section also maintains statistical data regarding the applications received under Right to Information Act. The function of the section also includes receipt and distribution of tappals. It also supplies stationery articles and registers required for the Office

ii. Finance & Accounts section

13. The Finance & Accounts section deals with all payments including Pay & Allowances of Chairperson, Members, Officers and staff, contingent expenditure of the office, payment of telephone charges/ mobile charges, all expenditure related to conduct of examination except payments of a confidential nature. This section also deals with the preparation of Annual Financial Statement and furnishing it to Government after approval of the Board. The other functions of the section include maintenance of cash, and maintenance of all records and registers relating to all financial transactions, all communications with the Accountant General, all papers relating to purchase and maintenance except purchase of OMR Answer sheets and stationery articles for the conduct of examinations, payment of rent, electricity & water charges, office maintenance charges etc. The section also deals with preparation of Annual report.

(2) RECRUITMENT WING

14. The Recruitment Wing deals with matters relating to the recruitment to various Devaswom Boards. It includes receipt of vacancies, preparation of Notification inviting applications, its publication, processing the applications received, deciding the method of selection process, conduct of Interview and preparation of select list involving interview etc. Also after the select list is published, the wing prepares the Advice list and forwards it to the Devaswom Boards and also sends intimation to candidates. All records connected with selections finalized by interview (except those related to examinations) will be kept under the safe custody of this wing. The wing deals with all legal issues related to recruitment including preparation of Advice list.

(3) EXAMINATION WING

15. The Examination wing headed by the Controller of Examination deals with all works relating to examinations, including, publishing of syllabus and examination calendar, setting and printing of question papers, packing and distribution of question papers, arranging all pre-examination works including, selection of examination centres etc. After the conduct of examination, including online examination, the functions of the Wing include publication of provisional answer key and its finalization after considering the objections, if any, received. Processing and valuation of answer scripts, including OMR answer sheets, preparation of Short Lists, Probability Lists and preparation of Select Lists finalized by written/objective/ OMR Test will be dealt in this wing. All legal issues relating to conduct of examination is to be dealt in this wing. The purchase and distribution of OMR answer sheets and stationery articles for the conduct of examinations are to be done in this wing. All the details required for payment of all expenses relating to the conduct of examination (except those relating to setting, printing and transportation of question papers from the press to the office of the Board) should be furnished to the Accounts section. The distribution of remuneration to examination centres will also be arranged by this wing, along with the distribution of other test materials. Payment for setting question papers, printing and transportation from press to the office of the Board will be done confidentially. All records connected with the conduct of examinations and finalization of select list which is based on

written/ Objective/OMR Test will be treated as confidential and kept under the safe custody of this wing.

(4) COMPUTER WING

16. The Computer wing deals with all the works relating to maintenances of Server and the network of the Office, application data from software module, online applications and offline resources. The wing also supervises user permissions for verification of applications and data accessing. The Official Website of the Board functions under this wing.

(5) PUBLIC RELATIONS WING

17. Beside the above wings, the Public Relations wing of the Board functions as an effective link between the Board and the public. The wing headed by the Public Relations Officer will be under the direct control of the Secretary. Information intended for the public is supplied by means of notification and press releases only with the specific approval of the Chairperson. When press releases, news items, articles about the Board are published in the dailies, the Public Relations Officer will hand over the press cuttings to the sections/ wings concerned with due acknowledgement. The sections/wings will verify the correctness of the press release and keep it in the files concerned and submit it to the Secretary, for perusal. The PRO will scrutinize at least two or three editions of important dailies and the opinions, suggestions, criticism and complaints made by general public or media relating to the Board will be brought to the notice of the Chairperson and Members of the Board by the Public Relations Wing on the same day itself and further action taken as directed. The publication of Notifications inviting applications for selections in newspapers and other means will be arranged by the Public Relations wing. The correctness of the notifications inviting applications for selections published as paid advertisement should be verified and certified by the PRO before payment is made. Whenever examinations or interviews scheduled are changed or cancelled, the Public Relations Officer should arrange to give necessary publicity through the Press, All India Radio and Doordarsan.

CHAPTER - 6

THE STAFF

18. During the office hours and on official duty all staff of the Board shall wear the biometric Identity Card issued by the Board. All Controlling Officers shall ensure that the staffs under their control are wearing Identity Cards during office hours.

Secretary

19. The Secretary, who is the Chief Executive Officer of the Board, is also the Head of the Office of the Board. He exercises general supervision and control over the staff of the Board and is responsible for seeing that the members of the staff do the work allotted to them efficiently and expeditiously. It is his duty to take effective steps for the prompt discharge of business in the office.

20. In addition to the above duties the Secretary has the following responsibilities and functions also:-

- a) Superintending control over the whole office;
- b) Administrative control over the office building;
- c) Overall control of Recruitment and Examination wings;
- d) Control over the Establishment Section of the office;
- e) To exercise the financial powers delegated to him by the Government from time and time;
- f) To attend the meetings of the Board, to record the decisions taken in the meeting, and to keep the minutes of the proceedings of each meeting in a book maintained for this purpose;
- g) Such other powers and functions, including financial powers, as assigned by the Board.

The Secretary is in overall charge of the office of the board.

Finance Officer

21. An Officer not below the rank of Joint Secretary to Government in the Finance department shall be the Finance Officer of the Board. He has to exercise overall control over the Finance & Accounts Section and shall regulate and monitor all financial matters of the Board. The Finance Officer is to exercise the financial powers delegated to him by the Government from time to time and also such functions and powers authorized by the Board. He is responsible for monitoring day to day cash transaction, preparation of Annual Financial Statement and maintenance of all records and registers relating to financial transactions and all correspondence with the Accountant General. In order to ensure the smooth functioning of the Board, he will monitor the availability of funds already obtained and will take necessary steps to obtain additional funds as and when required. He shall verify each and every entry in the Cash book on the end of every month and forward the cash book to the Secretary for attestation.

Law Officer

22. An Officer not below the rank of Joint Secretary to Government in the Law department shall be the Law Officer of the Board. All court cases filed against the Board and those cases filed by the Board will be looked after by him. Also whenever interpretation of a statute, statutory rule or judgment of a court becomes necessary the Law Officer shall advise the concerned Section/ Wing and furnish his opinion before taking a decision in the matter. In matters relating to observing the rules of reservation and rotation also he shall furnish his opinion wherever necessary. In addition he will also exercise all functions authorized by the Board.

Controller of Examinations

23. The Controller of Examinations is directly in-charge of the work relating to preparation, printing and despatch of question papers both in print and electronic format including Question Bank, publishing of Examination Calendar, publishing of syllabus, publication of provisional Answer key, finalization of answer key relating to all Examinations conducted by the Board after examining the complaints received against the provisional Answer key, if necessary with the help of experts. In order to obtain orders on the aforesaid items, he has to route the files, except confidential files relating

to setting and printing of question papers, valuation of answer scripts etc., through the Secretary to the Chairperson or the Member in charge of examinations.

Assistant Secretary

24. The Assistant Secretary will exercise control over the sections placed in his charge both in regard to the transaction of business and enforcement of discipline. It is his duty to check any tendency to delay work and attend to all duties assigned to him by the Secretary/ Finance Officer/ Law Officer/ Controller of Examinations from time to time in accordance with the recognized practice.

25. The Assistant Secretary, in charge of Recruitment and Examination wings, shall keep a watch over the pending selections or examinations under his charge and see that appropriate action is taken to expedite them. It is the primary responsibility of the concerned Assistant Secretary to see that scrutiny and disposal of the applications for selections and examinations received in the sections under his control are done promptly and ensure that the Clerks and the Managers finish the scrutiny of applications according to the target fixed.

26. The Assistant Secretary must periodically inspect all Registers, including Personal register, maintained by the Clerks in the Sections/wings under his control and see that they are neatly and properly maintained. He must also see that the Managers under him inspect these Registers of their respective Sections /wings. It is his duty to bring to the notice of the Secretary or the Finance Officer any serious delay or other irregularity and any indication that any member of the establishment requires additional training for the prompt discharge of his work. He must watch the incoming reminders and look into the cause of the delays that have evoked them. He must give directions to his subordinate officers on difficult or intricate questions, should they seek or need his guidance and he is at liberty to note on any file, should he consider it necessary to do so. It is his duty to see that the rules and orders are strictly obeyed.

Manager (System Administrator)

27. The System Administrator will be the Administrator for Database, Network, IT Security and monitor Server security. Overall personnel management of Technical staff

is the responsibility of the System Administrator. The System Administrator is responsible for maintaining the Computer systems of the Office of the Board.

28. The System Administrator shall oversee all technical aspects in the Office such as Software development, Network security and Internet operations. The System Administrator shall implement the policies for the use of the Computer System and Network and set up security policies for the users. He shall monitor all the Networks and Servers, and shall take steps to ban unauthorized entry, hacking and data loss. Remedial measures should be taken immediately if any technical glitches, discrepancies or flaws occur in the Network or Servers that may be a potential threat and the measures taken shall be brought to the notice of the Board immediately. He shall analyze the Hardware requirement of the Board and inform the Board of any new requirement or any modifications for the smooth functioning of the Board.

29. He shall prepare reports on the functioning of the Computer Wing to be included in the Annual Report of the Board. He shall be responsible for all Management Information System and related functions in the Board. The System Administrator shall not entertain any request for change/modification of any Software under use in the Office of the Board without prior approval of the Board. If new Software is required for use in the Board, the System Administrator shall submit a detailed proposal to the Board in this regard through Secretary. New Software should not be developed without the knowledge and prior sanction of the Board. He should also perform such other duties as are assigned by the Board.

Manager

30. The Manager is in charge of a Section of the office. He is assisted by a certain number of Clerks. He is responsible for all files relating to the subjects allotted to the Clerks under him as well as the applications and documents received in the Section. He is directly responsible to the officers under whom he works, for the efficient and expeditious conduct of business in all stages in his section. He should see that the Clerks who have to scrutinize applications do the work and is carried out according to the schedule. The training of the Clerks under him is one of his principal functions. He must see that his Clerks do their work on the basis of urgency and priority, that they do not waste time and paper on needless noting or correspondence and that really urgent

matters are given immediate attention. He will not merely superintend but will himself undertake to deal with the more difficult or important papers with such help from the Clerks as he may find necessary. He is responsible for the accuracy of the notes and drafts emanating from the section and cannot place the responsibility on the Clerks. He is not expected to express views, or to suggest what orders should be passed on a case, except when there is a clear precedent or the case is of a routine nature, or the orders necessarily flow from some provision of law or rule.

31. When an examination is to be held or the interview of candidates is to be conducted, the Manager should see that the lists of candidates are prepared in proper form and the communication to the candidates is issued in time.

32. The Manager of the Establishment section should ensure that the Tappal is received in the Sections without delay. In case there is any doubt about the correctness of the allotment of any particular current, the Manager of the Section, who receives such a current, will have such currents registered in the Section and will submit them to the Assistant Secretary or Finance Officer or Secretary as the case may be, for transfer to the Section concerned.

33. Papers requiring early or immediate attention should be so marked by the Manager.

34. The Manager is responsible generally for the prompt, steady and efficient despatch of the work of his Section. He must constantly examine the cases pending with his Clerk in order to see that there is no delay in completing the work. He should insist on his Clerk studying the currents and collecting papers for reference immediately on their receipt. He should see that the currents are put up quickly and according to the nature of their urgency and that they are properly referenced. He should see that the noting is brief. The chief merits of a note being lucidity, completeness and brevity, he will see that they are constantly kept in view both by himself and his Clerks.

35. Whenever a paper which requires immediate attention is received in the Section, the Manager shall personally bring it to the notice of the Assistant Secretary- in charge of the section/ Secretary and see that it is dealt with at once. It is the responsibility of the Manager for watching the course of the files that require immediate action and to see that necessary orders are passed on them and issued in time. When files are

received with orders, submission of drafts with the least possible delay should be ensured.

36. The Manager should see that stock files are maintained up to date in the Section. He should check the stock files at frequent intervals. A General Register has to be maintained in the Recruitment section by the Manager concerned in which the details of applications, if any, kept in the section shall be noted. The number of applications kept in each section and the number of applications received for any post and transferred to other sections etc. shall be noted and attested by the Assistant Secretary concerned.

37. To ensure the efficient and expeditious conduct of work, the Manager should thoroughly examine the Personal Registers once a month on a specified day and submit notes of inspection to the Assistant Secretary. He should check the Call Book at reasonable intervals. He should initial the Register in token of his checking. The checking should be done not only to see that the entries in the Register are correct and punctually made, but also to take immediate action on delayed and urgent cases. He should ask his clerks to produce such papers and give them practical help to put them up quickly or he should himself take over and deal with the papers. It is his duty to ensure that no delay occurs, which could with diligence, could be avoided and that no paper is shelved by the Clerk. For this purpose he should, besides the check of registers, inspect frequently the papers pending with each Clerk. He should search the shelves, drawers of the tables etc. of the Clerk periodically and make reports along with the usual notes to the Secretary.

38. Papers shall normally be submitted within five days of their receipt in the office, that is, from the date revealed from the officer's date seal or initials. The Manager will be responsible for any paper found pending in his section without sufficient grounds for more than five days. Holidays will not be excluded in calculating the period. The above instructions will not apply to the papers marked 'immediate' or 'urgent' by the superior officers and such papers should be attended to immediately.

39. The Manager of a section should bring to the notice of the Assistant Secretary any case which is seen to have been with a superior officer or in circulation for more than a fortnight, every Monday. Manager should also see that all papers necessary for the

disposal of a case are put up, that pages are properly numbered and flagged wherever necessary.

40. The Manager of each section will draw up a list showing distribution of subjects allotted to the Wing/ Section among the Clerks in the Wing /Section. He will also assign a number to each Clerk of the Wing/ Section in addition to the word, words or letter indicating the Wing/ Section.

41. The Manager shall also see that the sections are kept clean and tidy and disposals are promptly and correctly sent to the Records Section. He will be the custodian of computers and other electrical/electronic devices attached to the section. The Manager shall have the right to log in all computers under his/her control. He shall also supervise to see that the computers and other accessories under the section are kept clean.

Public Relations Officer (PRO)

42. An Officer in the cadre of Junior Superintendent is to be posted as Public Relations Officer. He is in charge of Public Relations Wing.

Clerks

43. The main duties of Clerks are to make reference on all communications and to assist the Manager in dealing with cases relating to the Wing/ Section. Work of a routine and mechanical nature such as the maintenance of registers, the putting up of relevant papers, scrutiny of applications, preparation of lists of candidates, preparation of Admission Tickets to be issued to the candidates admitted to Examination and other similar work will also form part of the duties of the Clerks. The Clerk will be primarily responsible for any delay in submission of papers. The papers will be submitted within 5 days of their receipts in the seat except in time limit papers. Holidays will not be excluded in calculating the period. While submitting the files, the Clerk should ensure that they are arranged properly, flagged, referenced and properly page numbered. While files are received back with orders, the draft for communicating the same should be prepared and submitted to the Manager immediately. It is the duty of the Clerk to ensure that the fair copies are compared, enclosures etc. attached and submitted duly for authentication by the Manager. All special instructions regarding despatch have to be scrupulously observed. The Clerk will be primarily responsible for the safe custody

of the files / records in his/her seat. At the time of relief of the Clerk, the details of applications & Identification certificates, if any, and other records, shall be noted in the registers and proper acknowledgment of the succeeding Clerk shall be obtained in the Registers, along with his/her signature, name and designation. The facts of such transfer of charge shall be recorded in the first page of the Personal Register Volume I of the seat in the following form:- *"Certified that all pending files and currents and disposals physically available in the section/ wing, all registers including Special Registers kept in the section/wing , stock files and reference books as on have been handed over"*.

Handed over

Taken over

Signature and name of

Signature and name of the

Clerk

officer taking charge

Attested

Manager/ Assistant Secretary

The Controlling Officers are directed to relieve such officers of their duty only after properly handing over all the records to the successor.

Clerk cum Cashier

44.The duties of Clerk cum Cashier include maintenance of Cash Book and Cash chest, Cheque book and Pass book and deposit with Bank, Bill Book, Acquittance register, Contingent register, DD register, TA Bill register and all allied registers connected with cash transactions of the Board. PBR (Pay Bill Register) shall be maintained and updated by him.

45.The Cashier is entrusted with the duty of handling cash in the Board. It is the duty of the Cashier to make entries in the cash book showing separately each day's receipt and expenditure on the same day itself. The cash transaction is closed in the evening and the cash book entries and physical cash balance shall be tallied. The cash chest and the cash kept in it can be inspected at any time by the Secretary or the Finance Officer or the Assistant Secretary - in- charge of Accounts section as the case may be or any

authorized person to do so at any time. In addition to the above, he will also discharge the duties of a clerk if and when required by his superior officers.

Confidential Assistants

46. Confidential Assistants have to assist the Chairperson/Members/ Secretary by taking dictation and its transcription on the computer, fixing up of appointments, keeping an accurate list of engagements, meetings etc.; and reminding thereof everything, screening telephone calls and in other day to day Office business and all other work entrusted to them from time to time.

Driver

47. Drivers are posted in the Establishment Sections and shall work under the immediate supervision of the Manager, Establishment Section. He shall be responsible for maintaining the log book and proper maintenance of the vehicle.

Office Attendant

48. Office Attendants are under the immediate control of the Manager in charge of the Wing /Section where they are posted. They are expected to do the duties allotted to them by the Manager and Clerks of the Wing/ Sections concerned and by the Chairperson/ Members/ Officers under whom they are posted.

Driver cum Peon

49. Driver cum Peon is with the Chairperson and the Members as co-terminus

General Office Cleaning and Security

50.(i) The main duties of the security staff are the proper care of the office buildings and premises, and protecting the building from trespassers, fire and theft. They shall periodically check the fire extinguishers and ensure they are in working conditions.

(ii) The general office cleaning /sweeping shall be done by the sweepers and the cleaning works shall be completed before 9.30 am. However the rooms where confidential records are kept, the cleaning will be carried out only in the presence of the Officers.

The duty time of the above staff will be as decided by the Secretary.

CHAPTER- 7**THE COURSE OF ACTION ON A PAPER FROM RECEIPT TO DISPOSAL**

51.The 'Tappal' will be distributed to the Sections/Wings as per the procedure provided in paragraph 63 below.The Clerk concerned then registers the papers in the Personal Register.

52.If any paper relates to a case, which is still current, the Clerk adds the paper to the current file of the case. Otherwise he puts each paper in an appropriate pad and the paper thus becomes a case. He then obtains any previous paper in the office referred to in the current or note file and, unless the case is taken over by the Manager, takes necessary further action. Such action may be the obtaining of previous papers or precedents, the preparation of a brief note stating the points for orders and, in simple cases the drafting of a Memo, Letter, Endorsement etc., in accordance with an established precedent. In important and difficult cases he takes the oral orders of the Manager before taking such action. While submitting the case for orders, the note shall suggest references to other sections of the office or to other offices for further information or remarks but should not suggest the orders to be passed, except in simple cases and in cases where there are precedents; he may, however, submit a draft answer to a Legislative Assembly question relating to facts and not relating to the views of the Board. The officers to whom the case is submitted, direct as to the further action to be taken or suggest definitely the nature of the disposal to be made and the orders to be passed in each case and the Secretary, the Finance Officer, the Law Officer or the Controller of Examinations decides whether the Chairperson and the Members should see the case at that stage. The file shall be routed back to the Wing/ section through the officers concerned. It is then sent to the Manager being seen first by the Assistant Secretary if it belongs to a Wing / Section under him. The Manager passes it on with instructions to the Wing/ Section Clerk or keeps it himself for further action, if necessary. If further information is called for from the office in the notes of officers or of the Chairperson or the Members, this process is repeated until final orders are passed.

53.If a case in which a draft has been put up is submitted to the Chairperson or the Members and is received back with final orders, the draft will be issued with such

modifications as may be necessary with reference to final orders. If, however, the case under submission does not contain a draft and is received back with final orders a draft shall be prepared immediately by the Clerk and the file is re-submitted through the Manager to the Assistant Secretary, the Controller of Examinations, the Law Officer, the Finance Officer or the Secretary as the case may be who revises or passes the draft submitting it again to the Member or the Chairperson if he thinks it desirable.

54. The disposal as approved takes the form of a letter, proceedings, endorsement, memorandum, Demi official or unofficial reference or reply, notification or lodged paper. It is numbered and dated by the Clerk concerned, who makes necessary entries in the personal register and closes the current in the register, if the disposal is final. In the case of intermediate references or orders calling for information he enters the date of the first reminder in the reminder diary. He then passes on the draft and its enclosures (but not the whole file) to the Computer Assistant for fair copying.

55. The Fair Copies shall normally be signed by the Managers. However letters addressed to High court, Government, Advocate General, Accountant General etc. shall be signed by senior officers not below the rank of Assistant Secretary. The Managers have to attest the copies of enclosures and memorandum/endorsements other than those, which are confidential. Confidential papers are despatched by the Clerk concerned (except those despatched by higher officers) and the rest by the despatch Clerk. If the copies are to be despatched through e-mail, it shall be done through the e-mail account of the Head of the Section concerned, by the Officer designated for the purpose, after making necessary entries in the e-mail register.

CHAPTER- 8

TAPPAL

56. Nature of Tappal –The tappal consists of all communications addressed to any of the officers in their official capacity, whether in the form of cards, closed envelopes, packets, fax and e-mails.

57. Receipt of Tappal –All cards, closed envelopes and packets delivered either by post or by messenger will be received by the Officer- in charge of the Tappal Receiving Section. The Officer - in charge of the Tappal Receiving Section signs the postal receipts attached to the registered and insured articles on behalf of the officers to whom they are addressed.

58. Tappals through Web mail –Tappals, forwarded through web mail, shall be sent to the web mail accounts of the officers concerned. A web mail register in Form No 4 shall be maintained for details received and the details of all mails sent shall be entered in a register in Form No 5 and subjected to periodic checks.

59. Tappals through e-mail –Documents, received as emails through the Official email IDs of the Board shall be downloaded by the Officers maintaining the website, perused by the Assistant Secretary in charge of the section and transferred to the Wings/sections concerned under proper acknowledgement.

60. Fax–Fax messages when received are taken to the officer to whom they are addressed and after being opened by the latter are handed over to the Office in charge for distribution to the Wings/ Sections.

61. Tappals brought by messengers out of office hours –Tappals brought by messengers before 10:15 am and after the Officer- in charge has left the office in the evening, are received by the personnel on night duty and they should be handed over to the Officer – in charge when he comes to the office the next day.

62. Acknowledgement of tappal delivered by messenger –Any tappal delivered by a messenger is acknowledged by the recipient in the messenger's delivery book with the time of receipt. Petitions relating to recruitment or examinations brought to the office by the candidates will not, however, be received in person, but the candidates will be

asked to drop such petitions in the petition box provided that officers not below the rank of the Assistant Secretary may receive petitions from persons which demand urgent attention.

63. Opening of tappal -The tappal received from the Government will be taken to the Secretary and opened in his presence. The Secretary, after having perused the papers, will send them to the Chairperson/the Members who are present in the office and after perusal by them they are sent to the Officer in charge of the Tappal Section. Similarly letters from Government Institutions and the like will be submitted to the Chairperson/the Members through the Secretary. Other tappals by post or by messenger shall be opened in the presence of the Officer -in charge of Tappal Receiving Section. The Assistant Secretary -in charge of Tappal section will go through the papers, note on them any instructions necessary in regard to the urgency or the manner in which they should be dealt with, submit to the Secretary at once, important papers if any, and send the rest of the tappal to the Officer -in charge . The papers sent to the Secretary will also be eventually returned to the Assistant Secretary. All the tappals will then be sorted out section wise. The Officer- in charge will be supplied with an up-to-date list of subjects dealt with in the various Wings/ Sections. He will also be provided with racks divided into compartments or trays to facilitate sorting out. The papers of each Wing/ Section sorted out will be stamped with date stamp and then put in a separate File board. Tappals received through web mail shall be opened by the CA concerned, initialed with date by the Officer to whose web mail account the tappal was sent, entered in the web mail register and forwarded to the section concerned for further action. All officers having web mail accounts shall make necessary arrangements to check the mails periodically.

64. Tappal Book -For the purpose of distribution of tappal, the Tappal Section or the section assigned with the distribution of tappals shall maintain separate tappal books for each section/wing as in Form No.6.

65.The Officer in charge shall also maintain a Register in Form No. 7 noting down the relevant details relating to important letters received from the Government, other Government Institutions, High Court, Devaswom Boards, High dignitaries, MP's, MLA's etc. He shall also note down the department concerned of each tappal and its nature

(Requisition Letter, DO Letter, petition etc.). The Assistant Secretary in charge of the Tappal Section shall verify this Register between 4:30 pm. and 5 pm. to ensure that the important letters received in the office have been sent to their destinations the same day itself and initial in the Register in token of such verification.

CHAPTER- 9

REGISTRY OF PAPERS

66. Personal Register:-The currents received in each Wing/ Section shall be registered in the Personal Register in Form No. 8, bound volumes of which are supplied to each Wing/Section. The Personal Register shall be maintained by the Clerk. It should not be maintained in loose sheets or in unauthorized note books.

67. A new Personal Register is opened for every calendar year. Sufficient number of blank pages at the beginning of the register shall be left to carry over the files pending at the end of the previous calendar year. All such files should be carried over before 31st January and the P R shall be submitted for inspection. While carrying over, the entries from columns (2) to (4) shall be carried over bodily and from columns (5) to (14) only such entries will be carried over as represent the last stage of action on the file. The entries of the files carried over shall be checked and a certificate to that effect shall be recorded by the Manager at the end of the old Volume of the Personal Register. The number of pages in a Personal Register is to be certified by the Manager while opening the new Register.

68. The name of the Managers of the Wing/Section and the Clerk maintaining the register shall be entered on the fly leaf in each volume. If the Manager or the Clerk is subjected to transfer, it shall also be noted with the dates on which the changes take place.

69. Currents to be entered in the Personal Register immediately on receipt:-As soon as the papers are received in the Wing/ Section, the Clerk shall at once enter them in the Personal Register in the manner provided. Any delay or neglect in this matter will be held a very serious dereliction of duty on the part of the Clerk. The Managers shall

see to that all currents received in the Wings/ Sections are duly registered in the Personal Registers on the very day of their receipt. All entries shall be written in ink.

70. Communications to be registered:-All communications, except those mentioned in paragraph 71 below, whether official or Demi official shall be registered in the Personal Register and all entries shall be made legibly and neatly.

71. Classes of papers not to be registered in the Personal Register:-The following classes of papers need not be registered in the Personal Register but shall be dealt with as shown below: -

- i) Applications for examinations and recruitment to the services received in response to notifications will be registered in a special register kept for the purpose, as required in Form No VIII A of the Regulations.
- ii) Appeals against orders of rejection of applications and other petitions received from candidates to rectify defects in the application shall be entered in the register in Form VIII B of the Regulations.
- iii) Applications for casual leave from members of the office and filed in the 'leave file' maintained in the Section. These files are destroyed after the expiry of the calendar year.
- iv) Any other class of papers, which the Assistant Secretary or other superior officer does not consider it necessary to bring into the Personal Register.

72. Number of entries on a page:-The number of entries on each page of the register shall ordinarily be three. A thick line should be drawn across the page after each entry. Insertions of a fresh entry between two entries should not be made except with the initials of the Manager of the Wing/ Section.

73. In the case of an entry relating to a current on which protracted correspondence is anticipated, adequate space, if necessary a full page, shall be allotted to enable all entries being made clearly and neatly. If the space so allotted proves inadequate, the current shall be carried over to the next page of the Register where the last entry has been made.

74. Method of registry of papers: -Papers shall be registered in the order of the numbers stamped on them; these are called Current Numbers.

75. Titles to be brief and accurate (Column 4 of the Register): -The title to be entered in Column 4 shall be as brief as possible just enough to convey the subject of the paper. It should be framed and arranged exactly as an index title (See Chapter17 - Indexing and purports). While examining the Personal Register the Manager shall check the accuracy of the titles.

76. Entry in column (6) of currents sent by one Officer through one or more officers: -In registering a current submitted by one officer through one or more officers, it is sufficient to enter the designation of the officer from whom it is actually received and also the number and date of his communication.

77. Entry of dates of submission of cases to officers and return in column (7) and (8) of the register:

Whenever a paper is submitted by the Clerk to his superior officer, the date of submission should be entered in column (7) and its return in column (8). The Manager is responsible for ensuring that it is done by the Clerk.

78. Numbering of reference or disposals (column 9-11) -When an intermediate reference is issued in the form of a letter, memorandum, telegram, endorsement or Demi official, it shall be numbered with, the current number, Section letter, the Clerk's number, the year to which it relates and the abbreviation of the Board, eg. 3422/R₂/2015/KDRB. where 3422 is the current number, R the name of the Wing/Section, 2 the Clerk's number, 2015 is the year and KDRB the name of the Board. The Clerk shall at the same time fill up in column 9-11 of the Personal Register.

79. Entry of nature of reference - Abbreviations (column 9): -The nature of the reference issued shall be noted in column (9) of the register the letter 'L' being adopted for letter, 'O.M' for official memorandum, 'D.O' for Demi Official, FAX for fax, 'WM' for Webmail, EM for email and 'R' for reminder.

80. Entry of reminders: -Reminder issued shall be entered in red ink in column (9), (10) and (11): thus RI for the first reminder, RII for the second reminder and so on.

Reminders received shall be similarly entered in column (12),(13) (14) of the Personal Register.

81. Entry of replies to references and currents to be added to old cases: -Replies to references previously issued and papers which though not in the nature of replies to previous references have for any other reason to be filed with old cases shall be registered in their turn the new Current Number being entered in Column 2 and the old Current Number in Column 4. All Currents whether they are registered for the first time or registered and carried over shall be given a serial Number in the Personal Register. The Current Number and date of receipt, sender's name and outside Number and date of such communication should be entered without any purport in Column 12, 13 and 14 against the previous current number.

82. Closing of files in the Personal Register (Column 15): -When a current file is closed, the nature of the disposal -R. Dis., D. Dis., K. Dis., L. Dis. or N. Dis. and the date shall be entered in red ink in the last column of the Personal Register. The Serial number in column (1) shall be ringed off in red ink at the same time. In the case of N. Disposal either the gist or, if the wording is important, wording as such must be entered in column (15) of the Personal Register.

CHAPTER - 10

REFERENCING AND ARRANGEMENT OF FILES

83. Scrutiny of current with reference to rules of correspondence:-After the registry of papers received by a Clerk, he shall scrutinise them to see that the form of the communication conform to the rules of correspondence of the Board. In trivial cases he shall make necessary corrections, and in other cases he shall bring the matter to the notice of the Manager who will take orders whether the communication shall be returned to the sender for retransmission in the proper form.

84. Treatment of communications on paper of small size:-Communications which are not on paper of convenient size and all communications on thin paper shall be pasted on blank sheets of foolscap paper.

85. Letters in illegible handwriting – copy to be prepared:-When communications in illegible handwriting are submitted in files, officers of and above the rank of the Assistant Secretaries shall direct the Clerks to put up computer generated copies of such communications. It shall be placed below the original in the file. Typed drafts only shall be submitted to the Secretary for approval.

86. Tagging of currents and enclosures:-Except in the case of bulky papers, all the stitches of thread and pin shall be taken off and the communication and the enclosure shall be arranged chronologically, punched in the left hand corner at the top about an inch inside and a single tag passed through the hole, so that the pages may be turned freely and read conveniently. Papers shall not be tagged untidily nor shall the hole be poked in the papers with the pointed end of the tag. Pins shall not be used to fasten current papers and note sheets but tags shall be used.

87. Arrangement of enclosures:-If the enclosures are bulky and inconvenient for punching they shall be kept below the communication and treated as put up papers for the purpose of reference. The enclosures received shall be checked carefully and the result shall be noted on the communication, and the Clerk shall verify whether the enclosures sent in original for reference to outside offices have been completely returned. If an enclosure is not received, the sender of the communication shall be immediately informed of it.

88. Adding currents to a file: -A paper relating to a pending file shall be added to the current file and a new current which does not relate to any case pending in the section shall be treated as a new case. It shall be added to a fly leaf indicating that it is a current file. The notes newly commenced will also be added to a fly leaf indicating that it is a note file and shall put up in a file board. If the current is not a routine one and needs any special attention, printed slips carrying "URGENT", "IMMEDIATE", "TIME LIMIT", "LA INTERPELLATION" etc., as the case may be, shall be attached to the folding leaf of the file board. The papers of the current file shall be arranged in chronological order beginning from the top and the pages must be numbered neatly in ink in the same order. Both sides of each paper shall be numbered even if one of the sides is blank.

89. Referencing and collection of papers and books of reference:-After a current has been registered and the steps mentioned in the preceding paragraphs taken, the

Clerk shall study it and see to whether any previous papers or books of reference are required in order to deal with it. He shall check both his index and his Personal Register in order to trace such papers. It is of great importance that previous correspondence having material bearing on the points in the paper under disposal is always put up. The putting up of relevant previous papers will avoid inconsistent decision and possible waste of time.

90. Every paper quoted by its number and date in a current and its enclosures shall be put up. If it is a file which has been previously disposed of, it can be obtained from the Records/ concerned Section. If no papers are quoted in the current, but a similar case has previously been disposed of, the precedent shall be put up. If a paper is referred to only by its subject, indices under the appropriate heads shall be consulted for precedents. Stock files maintained in the Wings/ Sections will also help sometimes in getting at the relevant papers, but as far as possible the submission of stock files shall be avoided. When bulky volumes are referred to and the passages in them bearing on the point at issue are not long, data entered extracts of such passages and not the volumes themselves shall be put up.

91. **Reference to authorities quoted – Flagging:** -The number and date of disposal of every paper quoted in the current shall be noted on the margin of the current or note. Every disposal file put up for reference to which reference is actually made in the current or notes must be flagged. No flag must be attached to the current or note files themselves. References to those shall be made by quoting the number of the page. Maps and statements shall be flagged. Flags shall be attached to the brown paper jackets of the files and not to any of the papers in the file. As far as possible, flags shall be arranged in alphabetical order from top to bottom, and in such a way as to catch the eye readily. Thus, if flag 'A' is affixed to the top file, flag 'B' will be affixed to the one next below it and so on. They shall also be so arranged that one flag does not overlap another. There shall be only one flag on each file put up for reference. Care shall be taken not to use more than one flag bearing the same letter or number on the same occasion.

92. **Use of pins:** -When two or more papers are pinned together, the sharp end of the pin shall not be left exposed. It shall be pierced again to rest between the sheets of paper.

93. Care of papers put up: -Particular care shall be taken in handling old records. Whenever it is seen that a sheet is torn or not properly stitched, the Clerk shall repair the sheet before putting up the paper in the case.

94. Arrangement of files:-After the required references have been obtained, the papers in a file shall be arranged in the manner shown below:

A file under disposal consists ordinarily, in addition to the papers and books put up for reference, of two main portions – (i) current file and (ii) note file. The Current file contains all the currents received pertaining to that particular file and approved drafts and office copies of outward communications issued in the course of processing it. The note file contains the notes prepared by the officers who process the file and it shall run continuously as a single note with paragraphs numbered consecutively in the order in which they were written. These two portions are maintained separately until disposal i.e. not tagged together and are, except in trivial cases, distinguished by separate facing sheets. In the note file, the last page with the signature of the Officer who submits it will always be placed on top. In the current file, the latest communication, based on which, the notes are put up, will be placed on the top.

95. Numbering of pages of the current and note file: -The pages in the current and note files shall be numbered separately in ink and shall be referenced by quoting the page number.

96. References to books, etc.:-When volumes or books are put up, the portion of the volume or book referred to shall be marked with a tape or a slip of paper and not flagged. Whenever a book is referred to, the number of the relevant page, paragraph, clause etc., shall be quoted. If a book or Act not included in the list of books with the officers is referred to, it shall be put up with the file. Such books and Acts shall be placed above the flap of the file and not underneath and tied with the tape of the file board containing the file.

97. Referencing note files: -All references to authorities quoted in a note shall, as far as possible, be made in the body of the note at the end of each sentence within brackets, the number of letter borne by the flag attached to each being noted in the margin. For every statement made in the note, except expressions of opinion, an authority shall be

cited. If such an authority is to be found in the current file, the page at which it is found and the number of the relevant paragraph on such page shall be noted and when it is contained in a previous disposal, the number and the date of such disposal, the number of the page in that file, the number of the paragraph which contains the relevant information shall be noted, the flag being indicated in the margin. When legislative enactments are referred to, they shall be quoted by their approximate short titles as given in the list of Acts, Proclamations or Ordinances.

98. Linking of files: -When it is necessary to refer to any file to a paper in another file that has not been disposed of, the two files shall be linked, i.e., the file put up for reference shall be put under the other file and the strings of the lower file, but not its flaps shall be tied round the upper file. Strings of the upper file shall be tied underneath it in a bow-out-of-the-way so that there may not be trouble of untying and retying two sides of strings. Each file shall thus be tagged with its note file, current file and reference file properly arranged in its own File board. The two File boards shall not be put together at the bottom with the contents of the two files mixed together above them.

99. Restrictions on linking of files: -Files shall not be linked unnecessarily or merely because they deal with similar cases but only when it is absolutely necessary to refer to a paper in one file in disposing of the other or when the orders passed in the one applies to the other. Where a linked file is referred to in a case, the reference shall invariably give the current number and the section of that file so that it could easily be identified after it has been detached. If the linked file is disposed of finally, while the main case yet remains unclosed, the disposal number of the linked file shall invariably be entered. If the disposal is put up in the main case necessary alterations in the references shall be made. On no account shall a pending file be flagged and put up for reference in a case. Where a reference to it is absolutely necessary it shall be linked. In most cases an extract of the relevant portion shall prove to be sufficient.

100. If, in a linked file, further action remains to be taken or arises to be taken, on no account shall it be deferred to merely because the file happens to be linked with another case. If both belong to the same Section, action on both shall be taken simultaneously. If however, a linked file belongs to another Section, it shall be detached and sent to it without delay under the orders of the Assistant Secretary.

101. Where the principal file and the linked file bears on the same issue and a single disposal can be put up on both the files they should, whenever possible, be combined and dealt with as a single case after making necessary alterations to references, page numbers, etc.

CHAPTER- 11

NOTING

102. **Originating a Note:-** Papers after being referenced, unless otherwise specially ordered, shall be submitted to the officers through the Manager of the Wings/ Sections with a note or draft reference or disposal as the case may be. The note shall generally be originated by the Clerk. In difficult or very important cases, the Manager shall originate the note himself. In other cases also the Manager may originate the notes if he so desires.

103. Specific colours of ink shall be used for official correspondence. Turquoise (greenish blue colour) is used by the Chairperson/Member, Green colour by the Secretary/ Finance Officer/Law Officer and the Controller of Examinations. No other officer shall use the above colours in official correspondence.

104. **Objects and contents of a note: -** The aim of a note shall be to present in the most intelligible condensed and convenient form with the facts of the case to be dealt with, including, where necessary, its history, the points for decision, useful precedents and the material provisions of the law or rules governing it, supported by full references to the current file or to the previous correspondence, and to Acts or other official publications enabling every fact stated to be verified and every authority cited to be consulted in original. The Manager and the Assistant Secretary must satisfy themselves that the proposals placed before the Board do not offend either the provisions of any rule whether statutory or executive, that the calculations are accurate and the facts stated are correct. Whenever files are submitted for obtaining orders of the Board on a particular subject, the earlier orders/judgments if any, of the Hon'ble High Court/Supreme Court related to that subject shall be brought to the notice of the Board so that the orders passed by the Board do not run counter to the court direction made on the subject. In cases of importance, precedents or decisions in analogous cases shall

be referred to, especially if they are in conflict with the proposals under consideration, in order to secure a reasonable degree of continuity and consistency and to obviate waste of time involved in reiterated discussions of identical or similar points.

105. Notes not intended to reproduce matter in the Current File: - A note shall not merely reproduce the matter in the current file, still less shall it expand it. It shall, of course, supply the deficiencies or omissions and correct any error or explain any ambiguity in the current, and draw attention to the points on which full information may be necessary before orders can be passed. If a report is full, accurate and clear, a short note summarising the salient points on which orders should be passed will be sufficient.

106. It is not necessary to set forth afresh any summary of facts or discussion of principles, which already exists, in an adequate form in any previous file. It will be sufficient in such cases to draw attention to the previous file, and then add such fresh matter as may be required, but great care shall be taken not to overlook any new points. It may be sufficient simply to refer to the notes in the previous file, but it shall be carefully verified to see whether there are any fresh points raised in the latter communication, and if there are, they shall be noted on.

107. Method of noting: - Notes shall not be written on the current itself except in very simple ones. Notes shall be written or typewritten on paper of foolscap size with one third margin. The margin on the first side of the paper shall be at the left hand side and the margin on the other side of the paper shall be on the right hand side. Blank sheets are to be added before submitting to officers or before circulation. No note shall be written on the margin unless it is very brief. When an officer writes a query in the margin of a note the reply to it has to be written in continuation of the note and not in the margin. The officer's query shall be copied out afresh at the end of the note and the answer written below the copy, or letters, A, B, C, etc., shall be written boldly against each question and the answers marked with the corresponding letters written at the end of the note. If the officer writes any question on the drafts or currents, they shall be similarly dealt with and the answers written in continuation of the note and if a note file has not been opened already, one shall be opened for the purpose.

108. Arrangement of the note file: - Note file shall be separate from the current file and its pages shall be numbered in a separate series in ink. At the top of the note file shall be placed a yellow fly-leaf and its pages shall be tagged like those of the current file. At the head of the first page of the note file shall be written in red ink the File No., the title of the file which shall be identical with the entry in Column 4 of the Personal Register. The file No. shall be written at the top left hand portion of every note sheet. If the subject originated with a communication from outside, the reference number and the date of the communication shall follow in red ink. The noting shall be written below the entry.

109. Notes to run continuously: - The note connected with any subject shall run continuously from the inception of the file until final orders are passed. It shall be possible to study the progress of a case by a mere reference to the note file. Paragraphs of each note shall be numbered. Should a note result in an intermediate reference the office copy of the letter shall be placed after the issue in the current file and the reply to it is also added to that file chronologically. The nature, number and date of the reference are then noted in red ink in square brackets in the proper place in the note file. Similarly, when a reply is received, the sender's name and the number and date of the communication shall be entered in red ink below the bracketed entry and a new note with reference to the new paper under consideration shall be written in continuation. When the case is finally disposed of, its disposal number and date shall be inserted at the end of the note file.

110. When a draft is submitted for approval, that fact shall be stated in the note file, and draft will be placed in between the Note file and Current file.

111. Handwriting shall be legible and tidy:- All long notes should as far as possible be data entered. If there are many corrections in the note, it shall be re-written or data entered. If a file is under circulation and a fresh current is received which shall be considered before final orders are passed on the question at issue immediate action should be taken to get back the file. The Clerk shall see that the file is got back and immediately resubmitted with further notes on the fresh current.

112. No note shall end at the extremity of a page. Sufficient space is to be left at the end of the notes for further noting and orders.

113. Authentication of Notes:-When each note is completed, the Officer who prepared it shall put his signature/ digital signature with the date and shall affix the official seal with the name and designation below it in the left hand corner.

114. Precis of contents when to be written: - It is always to be assumed that the paper under consideration shall be read by the officer to whom it is submitted. Consequently no paraphrase shall be permitted in the notes. A precis of the contents of a single paper shall be made only when it is of great length and complexity.

115. Question for consideration always to be pointed out: - In some cases perusal of the paper under consideration is sufficient and nothing is required beyond a brief suggestion for action. When a note is required, it shall be a statement of the case showing more or less in detail according to the importance and stage of the case, the question for consideration, the circumstances leading up to it, the rules and the precedents bearing on it and suggestions for action.

116. Only one note to be submitted by the office in each case: - Not more than one note shall be submitted on each file from the office i.e., up to and inclusive of the Assistant Secretary. If the Manager of a Wing/ Section finds that the notes written by the Clerk are imperfect, irrelevant or wrong, he shall rewrite or modify them. The office note shall be similarly rewritten or modified by the Assistant Secretary, if found necessary.

117. Scope of further noting in a case: - It may be observed that as each note written in succession of the first office note is intended to advance the case a step towards its disposal, it is evident that its province shall be restricted with such an end in view. It shall not repeat the facts and arguments already summarised in the office note, unless the note is inaccurate, too diffuse or unmethodical. A self-contained note shall, however, be put up in the following cases:

- 1) When the correspondence and notes have grown into inconvenient dimensions.
- 2) When the paper under disposal is long and complicated and many replies have been received to the same enquiry.
- 3) When a single case has several aspects.

118. Suggestions or opinions in notes: - It is expected that Clerks and Managers shall not offer opinions and suggestions in notes, except in cases which are specifically founded on statutes, rules, precedents or declared policies. Clerks shall prepare a brief summary of the points on the subject. He shall also quote relevant Rule position and precedents, if any. The Officers of and above the rank of Assistant Secretaries are expected to submit files with specific suggestions. The notes shall not be highly critical, and the language used shall not be offensive. All officers have to keep the decorum and shall not indulge in comments while writing notes.

119. Multiplicity of notes to be avoided: - If the office note is complete and nothing is to be added to it, it is not necessary for higher officers, while submitting the file for orders of the Board, to write a detailed note of his own. If, however, he does not agree to the office note or if he has some suggestions of his own to give, he may add his suggestions in continuation of the office note.

120. In what case drafts may be put up with notes, for orders: - In simple cases and whenever it is obvious what course should be adopted, a draft shall be put up at the same time as the note is submitted for orders. Even in fairly complicated cases, this may sometimes be done especially if the draft is one asking for further information. The Secretary or the Board may pass the draft, modify it or amplify it. If they require further information from the Devaswom Board or any other office, they will ask for it. If the Secretary or the Board is likely to find the draft not self-explanatory, there should be a note to explain it.

121. There shall be only one file with the same number. If a separate file is to be started for dealing with a paper on the same subject, it has to be started as a new case with a new number. Sometimes it may be necessary to put up a routine paper like a reminder, when the original file is under submission. In such cases only routine note is to be put up and it shall be added to the main file when it is returned. Important decisions shall not be made in the routine file.

122. Opening of a fresh file for a separate subject arising out of a current file: - When, in the course of dealing with a subject, any fresh subject arises, which it is desirable to deal with separately, extracts should be taken of the points of the current file and/or note file relating to the fresh subject, and with these, a separate file shall be

started. A note shall be made in the office note of the main file to the effect that a fresh file has been opened and its number shall also be noted. This will probably be necessary whenever, the original title of the current file no longer correctly describes the actual subject under correspondence and not otherwise.

123. The general principles laid down in regard to indexing apply to such cases as much as to correspondence originating in an outside reference. It must be numbered as a new case and registered.

CHAPTER- 12

DRAFTING

124. Preparation and Contents of drafts:-Generally drafts are prepared only after obtaining orders in the note file. But in simple cases and whenever it is clear a routine reply has to be given, drafts are submitted immediately on receipt of the current without taking prior orders in the note file. The drafts shall be written in a clear language using the common terminology. It shall be precise and concise. Lengthy sentences, abruptness and repetition of words shall be avoided and the orders of the Board shall specifically be expressed in the draft.

125. Drafts to be written on separate sheets:-Draft replies and communications shall be hand written or typewritten with one fourth margin on sheets of paper distinct from those containing the notes, with which they shall not be tagged while the case is under disposal. Drafts which are likely to require correction shall be data entered in double space so as to permit corrections. The margin shall not be filled up with explanatory notes but shall be left free for making corrections.

126. A slip bearing the words "Draft for approval" (D.F.A) shall be attached to the draft. If two or more drafts are put up on a file, the drafts as well as the D.F.A. slips will be numbered "D.F.A. I", "D.F.A. II", "D.F.A. III" and so on. A blank sheet of paper shall be added to the drafts before submission to the officers and before circulation. The draft shall be so placed as to come below the note file and above the current file and after issue, it shall be tagged in its proper place in the chronological order.

127. Drafts to be put up within 48 hours after the orders:-Drafts communicating the decision of the Board shall be put up immediately and in no case be delayed for more than 48 hours of taking the decision by the Board. If, for any reason, it cannot be done within this time, specific sanction of the Secretary for extension of the time shall be taken.

128. Form and arrangement of drafts:-At the head of every draft letter, proceedings or memorandum the title must be written. It should be framed and arranged exactly like an index head. In a letter it comes after the word "Sir", "Madam" or "Gentlemen". After the title and separated by a line from the body of the letter shall come the number, if it has one, and the date of any communication to which the draft is a reply, and also the numbers and dates of any other communications or files, the quotation of which may be helpful either to the issuing officer or to any one to whom a copy of it is sent. Such references are intended to facilitate the tracing of the relevant correspondence in the respective offices.

129. In a draft proceedings or memo, the list of addresses is entered at the bottom of the draft on the left hand side. Entries relating to reminders or the proposed entries in the Call Book are also made at the end of the draft.

130. Drafts to be complete and brief: -Communications shall be so drafted as to be complete in themselves and they shall not include anything more than what is necessary to enable the receiving officer to comprehend fully the meaning of the communication.

131. Enclosures to be minimised: - The rule that every communication shall, as far as possible, be complete in itself is to be strictly observed. The practice of enclosing official communications and copies of communications received from other offices or from private individuals shall be avoided. No such copies shall be sent without the specific orders of the Secretary.

132. Special points to be noted in drafting: -

1) Clerks shall not use abbreviations in the drafts, unless they are perfectly intelligible. As a general rule, while typing fair copies the abbreviations used shall be expanded

- 2) It is advisable to note in pencil on the margin of drafts of long and important letters, the page or pages in the relevant files where the statements or figures made use of in each paragraph of the draft are found.
- 3) Care shall be taken to return original papers when their return is specially requested. Clerks shall add to these drafts a paragraph at the end of the draft notifying the return of such papers.
- 4) In the case of communications or other articles which are to be sent registered or insured, instructions to that effect shall be noted by the Clerk on the top of the draft
- 5) Number and the date of the draft shall always be entered before the draft is sent for fair copying.
- 6) The Clerk and the Managers concerned shall satisfy themselves before issuing the draft that the designation and address of the persons addressed or mentioned in the drafts is correct.
- 7) Generally the phrase, "I am directed to" shall appear once in an official letter, because it is then Secretary's warrant for writing. It shall not appear more than once, for all repetitions the accepted phrase is "I am to". The phrase "In reply to" shall be used only if the draft is really a final reply to a letter. In other cases the appropriate phrase to be used is "with reference to".
- 8) If the draft conveys agreement without any modification or with only slight modification to a series of proposals, it is unnecessary to recite them at length but it shall be conveyed in general terms, e.g. "In reply (or with reference) to your letter No.....dated....., I am directed to state that the Board agrees to the proposals described in it on the following conditions/modifications:

133. Office copies and fair copies to be data entered together when possible: -

Much time and labour is saved if, in simple cases, the office submits a fair copy and an office copy, simultaneously, data entered together.

134. Unnecessary reference and piecemeal reference: - No reference shall be made to an outside officer unless it is absolutely necessary. No information shall be called for from another office, if it can be gathered from the records of the Board's office. Such unnecessary references can be avoided if the index is consulted carefully and the

previous correspondence is traced and examined. Moreover, when a reference has to be made, great care shall be taken to see to that it is complete. A common and serious fault and a frequent cause of delay is to call for information piecemeal, that is, after one reference has been answered, a second reference is made which should have been embodied in the first. The Controller of Examination or the Assistant Secretary and the Manager shall see to that such unnecessary and incomplete references are avoided.

135. Drafting of endorsement of signature: -Transferring endorsements and references shall, where possible, be prepared ready for signature.

136. Post copy of Web mails:-A post copy of a web mail may not be sent, if the web mail has been dispatched correctly

137. Nature of disposal and other particulars to be entered on the draft: -On every draft must be noted clearly whether it is intended to issue as a reference or as a final disposal and in the latter case whether it is to be a R, a D, a K, a L, or a N Disposal. Great care shall be taken to write these important letters or the Section letters and all the numbers very clearly, both on the draft and on the fair copy. It is the duty of the Clerk and the Manager to initial the above letters in token of approval of the mode of disposal. Where there is a note file, a note shall end by referring to the proposed disposal of the file as R. Dis., D. Dis., K. Dis. or L. Dis.

138. Amounts noted in drafts to be written in words: - In communications which are of the nature of authorizations or payments to be made the amounts shall be clearly expressed in words as well as in figures.

139. Drafts not approved by officers or bearing their remarks:-An officer who approves the draft shall initial it in the end in token of his approval. If the draft is not approved by him, it shall not be left between the current file and the note file but shall be placed at the bottom of the file if it is rejected by him.

140. Data entered copy of draft to be kept in file: - The office copy of a memo, a letter etc. issued which is to be kept in the file shall be the draft initialled and dated by the officer. If it contains too many corrections and is untidy, a data entered office copy shall be kept in the file just below the original draft.

CHAPTER - 13

FORMS AND RULES OF CORRESPONDENCE

141. Forms of correspondence: - The forms of correspondence to be used from the office of the Board are explained below:

(1) Letter:-When it is proposed to address the following persons or institutions the letter form(Form No. 9) shall invariably be used: -

- (a) The Government
- (b) The Registrar of High Court
- (c) The Secretary of the Legislative Assembly
- (d) The Secretary, Kerala Public Service Commission
- (e) The Commissioners of Devaswom Boards
- (f) The Administrators, Devaswom Managing Committees
- (g) The Registrars of Universities
- (h) The Accountant General (A&E) / (Audit)
- (h) A non-official or a non-official association or society of distinction
- (i) An equal or higher authority
- (j) A Subordinate Office

(2) Proceedings: - This form(Form No. 10) is be used where the Board records its decision in exercise of a statutory power, or when it records important executive decisions.

(3) Memorandum: -When any information or opinion has to be obtained from a subordinate officer by an official reference, a memorandum (Form No.11) is ordinarily issued. Even if the memorandum is issued in consequence of the orders of the Board or a Member of the Board any indication that the views or suggestions included in the memorandum are those of the Board or a Member shall be avoided. However, a memorandum may include routine orders of the Secretary or any lower authority. Memorandum form is used to acknowledge receipt of a communication from a

subordinate officer and also to convey information not amounting to an order of the Board. Charge Memos and Show Cause Notices (including those to candidates) are also in Memorandum Form

(4) Endorsement:-When a paper is returned in original or when a paper or its copy is sent to other sections or a subordinate officer for remarks, or is communicated to him for information or necessary action the disposal takes the form of an "Endorsement".

(5) U.O. Note: -U.O. Note form (Form No.12) is used to communicate or call for information between Wings/ Sections and its use is restricted for internal references only.

(6) Demi Official:-In the cases where an officer has to be addressed without the formality of official procedure or with a view to the interaction or communication of opinion or information, which it is undesirable to place on official record, or when it is desired that a matter shall receive the personal attention of the individual addressed, the communication takes the form of a Demi official letter. As the objective is to invite the personal attention of the addressee, the style of writing shall be direct and friendly and preferably the letter shall not exceed one page. Communications from non-officials shall never be referred to as Demi official.

(7) Circular: -This form is to be restricted for communicating important instructions of a standing nature to be uniformly followed in the office. Any change in the Office procedure, important orders etc. are to be circulated in the Office. The Circular shall not be vague and shall refer to all the previous circulars issued about the matter. It shall be made clear in the Circular itself, the part of the manual it proposes to be changed.

(8) Notification: -Notifications are used for inviting applications for recruitment and examinations and for publication of short lists/ probability lists/ select lists. The notifications issued from the office of the Board shall be published in the name of the Secretary.

142. Form of letters issued from the office of the Board: -All letters issued from the office of the Board shall go in the name of the Secretary, Kerala Devaswom Recruitment Board. Fair copies of letters may also be signed by the Subordinate Officers, "For Secretary, Kerala Devaswom Recruitment Board" in accordance with paragraphs 149 &

150 of the Manual. The address of the website of the Board is www.kdrb.kerala.gov.in and official e-mail ID viz, kdrb@kerala.gov.in shall be included in all letters from the Office of the Board.

143. Contents of Communications:-Letters, Orders and Memoranda issuing from the office shall, as a rule is to be complete in themselves and as far as possible independent of enclosures. Correspondence shall be condensed as much as possible and repetition and unnecessary details shall be avoided. As far as possible, only one topic should be dealt with in one communication.

144. Subscription of letters:-The form of salutation of letters issued from the office shall be 'Sir' 'Madam' and subscription of letters shall be "Yours faithfully".

145. Press Notes:-All Press Notes/Press Releases approved by the Board shall be issued in the name of the Secretary

146. Fair Copies of the enclosures to all the communications shall be authenticated by the Manager of the section as follows:

"(True Copy/Extract)"

A.B.C.

Manager.

147. When a Manager is absent on casual leave or is not available in the office for any reason, fair copies of enclosures relating to his Wing/Section shall be signed by another Manager of the office. The Wing/Section concerned shall make arrangements for obtaining his signature.

148. Issuance of letters: -All the official letters (except letters of rejection of applications to the candidates) shall be issued as "From the Secretary, Kerala Devaswom Recruitment Board" and their subscription should be

Yours faithfully,

Secretary

Kerala Devaswom Recruitment Board

When drafts are put up for approval, the subscription of the letters shall be written as indicated above.

149. If the draft is approved by an officer below the rank of Secretary the officer approving the letter shall add the word "For" before the word 'Secretary' in the

subscription and put his/her initials with date. The fair copies of letters shall be signed by the subordinate officer's in-charge of the Wing/ Section or if the wing/ section are directly under the control of a superior officer, it shall be signed by him.

150. In exceptional cases where it is considered that the fair copy shall be signed by the Secretary or the Finance Officer or the Controller of Examination that fact shall be indicated in the draft by the officer who approves the draft. The name and designation of the officer who signs the fair copy of the letters shall not be written, while the draft is put up for approval. It is the duty of the concerned officer to type the name and designation of the officer who is to sign the letter after adding the word 'For' before the word 'Secretary' in the Fair Copy except in cases where fair copy is signed by the Secretary.

151. The Managers are authorised to authenticate the fair copies of letters addressed to the candidates including Interview/ Advice letters.

152. Signing of Fair Copies in Disciplinary cases: - Copies of orders on disciplinary cases relating to Officers of the staff of the Board shall be signed by the Secretary by name.

153. Signing of Memoranda: - Copies of memoranda shall be signed by the Manager of the Wing/ Section concerned. In cases where action is taken for criticising an officer or for misbehavior in the Memoranda shall be signed by the Secretary himself unless otherwise directed.

154. Signing of letters containing list of candidates:-Letters containing the list of candidates advised for recruitment shall invariably be signed by an officer not below the rank of the Assistant Secretary.

155. Circulating Orders etc.: -The Wing/ Section which has to circulate copies of the Orders, Circulars and Endorsement shall see to that they are circulated among all the Officers and Sections. The section concerned shall ensure that they are circulated among all the sections in the Office and that their receipt is duly acknowledged by all Wings/ sections. The section issuing the circulars shall forward their soft copy to the website section for uploading. Hard copy of circulars shall be circulated to the Members and all Sections.

CHAPTER - 14**CIRCULATION**

156. Circulation to be ordered by the Secretary: -In order to achieve quick disposal of cases and to have better control over the work the Board from time to time allots certain specified subjects to be under the charge of the Chairperson or any other Member. The cases to be seen by the Board shall be placed before the full Board, after perusal by the Member concerned and Chairperson or marked for circulation to the Chairperson/the Member in charge of the subject first and thereafter to the other Members. If, for instance, the case falls under the subjects allotted to the Chairperson it should be marked for circulation as follows:-

Chairperson

5th Member

4th Member

3rd Member

2nd Member

1st Member

Thereafter file should be placed before the Board if there is difference of opinion among members.

157. Similarly if it is one belonging to the subjects allotted to 1st Member, it should be circulated in the following order:

1st Member

5th Member

4th Member

3rd Member

2nd Member

Thereafter file should be submitted to the Chairperson (through 1st Member in case of modification of the proposal) for final orders or for placing it before the Board if there is difference of opinion among members.

158. The same procedure will be followed in respect of files circulated by other Members of the Board also. The circulation of the cases to the Chairperson and the Members is generally ordered by the Secretary or by the Senior Officers as the case may be. The files to be submitted to the Chairperson/the Member of the Board shall be sent direct to them if PA/CA is not available and shall be returned likewise. The files to be circulated among the Chairperson and the Members of the Board shall be sent to the Member concerned and thereafter to other Members in the order of circulation mentioned above/the Chairperson in the order in which they are to be circulated by the P.A. to the officers who ordered the circulation of the file and therefore it shall be passed on to the P.A. of the next Member in the circulation list and so on. When the circulation is completed, and in the absence of difference of opinion among Chairperson/ Members, the P.A. to the Member /the Chairperson to whom the file was submitted last will send it back to the P.A. of the Secretary/C.A to the Controller of Examinations. The transfer of files shall invariably be got acknowledged by the P.As/C.As concerned.

159. Circulation of Confidential Files: -Confidential files shall be circulated in sealed covers

160. The P.A. to the Secretary shall place the confidential files in the Confidential Boxes in the presence of P.A. to the Chairman/the Member concerned and get their acknowledgement in the circulation register and lock the boxes with the keys under his custody. After opening the boxes with the keys in their hands and perusal of files by the Chairman/the Member the boxes with the files shall be returned to the P.A. to the Secretary, who will open the boxes in the presence of P.A. to the Chairman/the Member concerned and issue acknowledgement of the files received by him.

161. Papers marked for circulation to be circulated the same day: - Papers marked for circulation shall ordinarily be circulated the same day, if the Chairperson or the Members to whom the case is to be submitted is present in the office.

162. Treatment of cases returned from circulation: -After the date of return has been noted in the Circulation Register, the case shall be submitted to the Secretary and after perusal shall be passed on to the Controller of Examination, the Assistant Secretary and to the Manager through whom the file had passed and finally to the Clerk. The officers should affix their initials with dates on the file, in token of having seen the file on its return.

163. Cases returned to the Section direct from circulation: -Cases sent in circulation shall normally be returned to the office only through the P.A./C.A. If, however, the Chairperson or any Member directs that a file shall be sent directly to the Secretary or the Section concerned the latter shall bring the fact to the notice of the P.A./C.A. at once so that he may note its return in the Circulation Register.

164. Interruption of circulation to supply information called for by a Member: - When the Chairperson or any other Member wants any information from the office on a case marked for circulation to the Chairperson and the Members, the further circulation will cease until the information is supplied. When such a case is returned to the C.A, the latter shall submit the case to the Secretary/the Finance Officer/the Controller of Examination/the Assistant Secretary who will direct the further course to be taken.

CHAPTER - 15

FAIR COPYING, EXAMINING AND DISPATCHING

165. The work of fair copying is done in the wings/ sections. The work of examining (or checking) the data entered matter is done in the Wing/ Section, which deals with the matter and the work of dispatch in the Wing/ Section dealing with dispatch.

166. As soon as a draft is received in the Wing/ Section after approval, the Clerk dealing with the file shall hand over the approved office copy of the draft to the Computer Assistant/the Data Entry Operator posted in the Section. The Computer Assistant/the Data Entry Operator shall enter the data in the order in which he receives them, return it to the Section Clerk along with a print out.

167. General rules regarding copying: -The following general rules regarding copying shall observed by the Computer Assistants: -

- (i) Before a Computer Assistant begins to copy a paper for issue, he shall verify that it bears the initials of a Supervisory Officer. All Letters shall be typed in forms bearing the emblem of the Board.
- ii) Unless specifically ordered, any fair copy extending over more than one page shall be data entered on both sides of the paper
- iii) All copies shall be made neatly and legibly.
- (iv) Fair copying shall be done with care, erasures and corrections being avoided; interlineations shall not be made especially in letters.
- (v) In copying the first word of a separate item in the preamble to a proceedings and the first word of every paragraph in a communication to be issued a five or six letter space shall be left between the word and the prescribed margin.
- (vi) The margin to be left blank shall be on the left hand side of the front page and the right hand side of the back page of a sheet of paper.
- (vii) All fair copies in English shall be data entered in single spacing and those in Malayalam shall be data entered in one and a half spacing.
- (viii) In official correspondence, if the designation of an officer is data entered, his officiating status (if he is an officiating officer) shall not be indicated by the word "Officiating", before the designation.
- (ix) Copies shall be made in the smallest sheet of paper consistent with the dignity and requirements of the communications. The appropriate form where one has been prescribed shall be used.
- (x) The Computer Assistant shall invariably type his initials with date at the left hand corner at the end of a fair copy and shall also initial with date in ink on the left hand top corner of the draft (or in the appropriate place in the page).
- (xi) Drafts of letters shall be kept as office copies. Copies shall be made only when the draft has been so extensively altered as to make it necessary to have a clear copy.
- (xii) Care shall be taken to avoid wastage of stationery and computer toners and cartridges.

(xiii) A separate register in Form No. 13 shall be maintained for each printer installed in the Office and the details of prints taken, date of installing new toner/cartridge etc. shall be recorded and shall be attested by the officer concerned. The request for new toner/cartridge shall invariably contain the number of prints taken with the used toner/cartridge.

168. Each Computer Assistant shall maintain a Daily Work Load Register in the form prescribed in Form No. 14. The supervisory officers shall ensure the correctness of the entries made in the Register by conducting random check with reference to the files concerned and attest it.

169. Demi Official letters:- Demi official letters are copied in prescribed form. The Demi official letter is addressed with the words "Dear Sir" or "My Dear A.B.", etc. as the case may be, with a five line space between those words and the embossed stamp of the Board and after the body of the Demi official letter is completed, the words "Yours sincerely" are copied in a new line on the right half of the side of the paper in which the copying is done. The name and designation of the officer who signs the Demi official and his telephone number are copied at the top left hand corner while those of the officer or person to whom the Demi official letters are addressed are copied at the foot of the page on the left hand side.

170. Examining of fair copies to be done by the Clerk:- It is the duty of the Clerk concerned to examine the fair copies with the draft. He will be responsible to see that the mistakes and defects are rectified before they are sent for the signature of the officers concerned. He shall compare the fair copies with their originals and correct errors in spelling, punctuation etc., and in other matters where the errors are obvious, he shall bring all obvious omissions and mistakes to the notice of the Manager concerned.

171. The fair copies after examination shall be initialled by the Section Clerk below the entry of the designation of the Officer or the Manager who is to sign (or at the left hand bottom corner in the case of Demi official letters). He also initials with date on the left hand top corner of the draft and then submits the paper to the signing officer. When the fair copies are submitted for signature any enclosure to be forwarded with them shall be stitched together in a single file arranged with the fair copy on the top.

172. Procedure in the Wing/ Section after fair copies are signed: -After the fair copies are signed by the Officers concerned the connected files shall be returned to the concerned Clerks with fair copies. The concerned Wing/ Section Clerk shall note the date of despatch in the office copy in the file concerned after removing the fair copies. The communications, which are ready for despatch, shall be entered in the Transit Register to be maintained in each Wing/Section in Form No. 15 and sent to the officer in-charge of despatch together with the Register. All urgent communications shall be issued on the date on which decision is taken. It is the duty of the Manager concerned to ensure that they are issued in time. If required, service of a special messenger shall be obtained for the purpose.

173. Treatment of papers in the Despatch Section: -The papers are received by the despatch Clerk/ officer in-charge of despatch who will acknowledge their receipt in the Transit Register of the Wing/ Section concerned. The papers shall then be entered in the Despatch Register in Form No: 16. The despatching Clerk of the Section is responsible for the prompt despatch of papers to the correct addresses, accompanied by the enclosures received from the Wing/ Section. He is expected to check the papers for issue in order to ensure that all enclosures mentioned in the communications are attached to the signed copies and that the papers leave the office are in a complete form.

174. One envelope for all communications to the same officer: - If there are several papers to be issued to the same officer on the same day, they shall, as far as possible, be enclosed in one envelope.

175. Method of enclosing papers in envelopes: - Papers shall be folded length-wise (except communications consisting of a single sheet of foolscap which shall be folded twice breadth-wise) and put in the smallest sized envelope that conveniently holds them when so folded. Demi official communications shall be sent in the envelope specially intended for the purpose. Enclosures such as maps, sketches and plans, which cannot be easily folded in book form or are liable to be damaged by folding shall be detached and sent separately, the fact being so stated in the margin of the communication in the proper place. Very bulky files which cannot be conveniently folded shall be sent unfolded.

176. When papers may be packed and sent:-Papers which on account of their bulk do not go into envelopes should be securely packed in thin paper for local delivery and in thick paper for postal delivery.

177. Mode of addressing envelopes containing Demi official letters:-Demi official letters shall be addressed to the officer to whom they are intended by his name and designation in special envelopes with emblem of the Board on the flap.

178. Marking 'Important', 'Urgent' etc:-Important and urgent communications shall be marked "Important", "Urgent", "Immediate", "For Personal attention" or "Express" as the case may be, in red ink on the cover.

179. Local delivery-Procedure:-Covers and packets intended for officers and others residing in the headquarters shall be delivered by the Office Attendants attached to the Dispatch Section and not sent by post. They shall be entered in the Local Delivery Book in Form No 17 in which the signature of the person to whom they are delivered shall be taken in the column intended for the purpose. The Officer in charge of the Despatch Section shall examine the Local Delivery Book daily and see to that the letters etc. entered in it have been delivered and acknowledged.

180. Despatch of valuables - Procedure:-Valuables intended for despatch shall be put in envelopes or packets and sealed in the presence of the Manager who is responsible for the contents of the packet. A list of description of the valuables shall be enclosed in the packet and another copy of the list of description shall be sent separately with an appropriate letter, or memorandum intimating the dispatch of the valuables. Each letter or packet containing valuables shall be sent by Registered Post. The postal receipt for registered letters shall be carefully filed.

181. Confidential Papers:-Confidential papers shall be placed in double envelopes, the inner one alone marked "Confidential" and subscribed with the addressee's name and official designation and the outer one bearing the official designation and the address of the officer for whom it is intended.

182. Postage Charges - Maintenance and check of Stamp account:-Letters and packets to be sent by post shall be weighed and properly stamped. A simple daily account of stamps spent shall be maintained in Form No:18 The Officer- in- charge of

the Despatch Section shall check it daily with the account of stamps used and the stock of stamps in hand. He shall see to that there is no wastage of stamps.

183. Papers to be attended to in the order of receipt:-Papers received in the Despatch Section shall ordinarily be attended to in the order in which they are received. However, in urgent cases in which the Section Clerk has personally brought the paper to be dispatched, arrangements shall be made to dispatch them immediately.

184. Communication not to be retained for more than 24 hours:-As a rule no communication shall be retained in the Despatch Section for more than 24 hours. The following instructions shall be followed by all concerned to enable the speedy despatch of the communications:

(1) The various wings/ sections in the office shall arrange to send to the Despatch Section the fair copies of the communication as soon as they are signed. The communications to be delivered locally shall be sent by 3 p.m. at the latest. The Clerk in the Despatch Section shall after having made the necessary entries in the Despatch Register and Local Delivery Book hand over the covers and the Local Delivery Book to the Office Attendant by 3.15 p.m. who shall deliver the letters to the addressees and return the Local Delivery Book into the Despatch Section by 5 p.m. on the same day for checking whether the acknowledgement of the letters with date is made in the register against each communication. The communications which the Office Attendant was not able to deliver before 5 p.m. on that day and which had, on that ground, been returned to the Despatch Section shall be delivered by the Office Attendant to the respective addressees before 3 p.m. the next day. The other local delivery letters which have since become ready for issue shall also be delivered along with them.

2) The communications to be sent by post shall be sent to the Dispatch Section by 4 p.m. at the latest. The Despatch Section after having made necessary entries in the "Despatch Register" shall arrange for the posting of the letters of the day before the prescribed time of postal clearance.

(3) Urgent communications, if any, which may have to be delivered locally or sent by post should be arranged to be sent by the subject Clerk through a special messenger or through courier service.

185. Stamps of highest denomination to be used in making up postage charges:- Care shall be taken to minimise the number of postage stamps by the use of the highest possible denominations in each cover instead of a large number of stamps of low value.

CHAPTER - 16

DISPOSAL

186. Classification of final disposal: - The final disposals are of the following classes:

(1) R Disposals

(2) D Disposals

(3) K Disposals

(4) L Disposals

(5) N Disposals

(6) F Disposals

187. R (Retain) disposals are those that are to be retained permanently.

D (Destroy) disposals are those that are to be retained for 10 years.

K (Keep) disposals are those that are to be kept for 3 years.

L (Lodge) disposals are those that are to be kept for one year.

N Disposals are those that are to be sent out in original (for example, when the disposal takes the form of an endorsement on a communication received from outside, which communication is returned or forwarded, bearing such endorsement).

F Disposals are those that are to be filed.

Note: - D,K and L disposals are to be destroyed after the periods mentioned above after review.

188. "X" marked on a disposal means that it is not to be registered. This may be prefixed to a N Disposal—"X. N. Disposal"(Do not register but return in original) or to a L.