

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
ADMINISTRATIVE REFORMS DEPARTMENT
7TH LEVEL, C-WING, DELHI SECRETARIAT, L.P. ESTATE, NEW DELHI-110002

No.F.15/10/2014/AR/Vol.II/14573-74/C

Dated: 31/10/14

To,

The Director(Admin.),
Delhi Urban Shelter Improvement Board
Govt. of NCT of Delhi,
C-Wing, 4th Floor, Vikas Bhawan-II,
Civil Lines, Delhi - 110054.

Sub:- O&M Inspection of Delhi Urban Shelter Improvement Board

Sir,

O&M Inspection was conducted in accordance with the Manual of Office Procedure in the administrative units by the Administrative Reforms Department on 5/06/2014 with a view to assess the sufficiency of the record maintenance system and general cleanliness of the working environment. In this context, I am directed to inform you that during the course of O&M inspection conducted by the officer/official of this department, it has been observed that various administrative section(s) are generally not following the provisions of the Manual of Office Procedure, which need to be rectified:

1. **Non Maintenance of various Registers:** During the inspection it has been revealed that the Assistant Diary, Register for keeping watch on the disposal of communication received from MPs, Register of Parliamentary Assurance and Call Book are not being maintained by the Board.
2. **Non Distribution of Work:** During the inspection it has been noticed that the Board does not have any official order showing the list of subject allotted to different sections of the institute.
3. **Improper filing system:** While checking the files it has been noticed that proper filing system has not been followed by the Board. Telephone number of signatory on the communication sent is not being mentioned at all.
4. **Check on Delays:** Weekly Arrear Statement, Monthly Arrear Statement, Check list of incoming & outgoing periodical report, Special watch on important receipts received from MPs and inspection of diary register by an officer are not being maintained / done by the Board to have proper check on delays. No upto date inventory of manuals is available in the DUSIB.
5. **No weeding out of old records:** During inspection it has been revealed that record room is not available in the office and there is a need to weed out the old records. Regular weeding of old records must be accomplished from time to time in accordance with the provisions of retention schedule.
6. **Non Display of Boards:** During inspection it has been noticed that the signage system and time frame for disposal of various activities as per Citizen Charter has not been displayed.
7. **Punctuality:** During the inspection, it has been revealed that the officials are not marking the time of arrival and departure in the Attendance Register while marking their attendance.
 - a. Attendance Registers has not been checked by the officers.
 - b. Discrepancies were also noticed with reference to leave account in service books.

In addition to the above shortcomings, the following suggestions may also be adopted for improvement in maintaining the records:

- Old and unwanted record needs to be weeded out from time to time as per Record Retention Schedules issued by Department of Administrative Reforms & Public Grievances, GOI and as per Record Retention Schedule mentioned in Manual of Office Procedure, General Financial Rule, CPWD Manual, etc. to get more space in the office.
- List of files kept in Almirah/Racks allotted to each of the Dealing Hand may also be prepared and copy of the same may also be handed over to the Branch Incharge. One copy of the same may also be pasted inside the Almirah.
- File Index Register should be opened separately for each calendar year with proper Headwise indexing and page numbering.
- Staff Movement register should be maintained in respect of the staff who performs their duties outside the office premises.
- Guard file for each different subject should be opened separately such as Meeting Notice Folder, Minutes of the Meetings, Office Order, Notifications and Orders regarding Financial Rules, etc.


In view of the above, it is brought to your notice that the provisions of the Manual of Office Procedure are not being followed properly and corrective measures are required to be initiated for rectification of above stated deficiencies.

You are therefore requested to initiate the corrective measures in respect of the above noted deficiencies and to send the action taken report in this regard within one (01) month of receipt of this letter as per the enclosed proforma (Annexure-I).

The copy of the Manual of Office Procedure as well as Record Retention Schedule can be downloaded from the official website of Department of Administrative Reforms and Public Grievances, Government of India i.e. <http://www.darpg.nic.in> for ready reference.

It is further suggested that the officers & staff may be deputed for training in Organization & Methods (Q&M)/Manual of Office Procedure (MOP) etc. conducted by Directorate of Training, UTCS.

Yours faithfully,

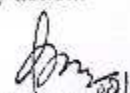

(PANKAJ JOSHI)
Deputy Director (AR)
Ph.23392620

Encl.: Annexure-I.

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✓ Copy forwarded to Chief Executive Officer, Delhi Urban Shelter Improvement Board, C-Wing, 4th Floor, Vikas Bhawan-II, Civil Lines, Delhi - 110054 for information and necessary action.


(PANKAJ JOSHI)
Deputy Director (AR)
Ph.23392620

ANNEXURE-I

Name of the Department: **DELHI URBAN SHELTER IMPROVEMENT BOARD**

ACTION TAKEN ON DEFICIENCIES NOTICED
(To be submitted within One (01) month by HOD concerned)

S.No.	Deficiencies noticed in	Status of Action Taken
1.	Non Maintenance of Registers: a. Assistant Diary. b. File Index Register. c. Register for keeping a watch on the disposal of communication received from MPs. d. Register of Parliamentary Assurance. e. Call book.	
2.	Non Distribution of Work: a. List of subject allotted to different section of the department. b. Work allocation order among all the dealing hands	
3.	Improper Filing System: a. Referencing, Docketing, Page & Paragraph numbering, tagging etc. b. Telephone number of the signatory on communication sent.	
4.	Checks on Delay: a. Weekly Arrear Statement. b. Monthly Arrear Statement. c. Check list of incoming & outgoing periodical report. d. Special watch on important receipts received from MPs. e. Inspection of Diary Register by an Officer.	
5.	Record Rooms: a. Systematic upkeep of records. b. Availability of Record Room. c. Non Weeding out of old records.	
6.	Display of Boards a. Citizen Charter b. Signages	

Signature of Concerned Officer