



MANUAL OF SECRETARIAT INSTRUCTIONS, 2008



Establishment Department
Government of N.W.F.P

FOREWORD

In exercise of the powers conferred on him under clause (3) of Article 139 of the Constitution of the Islamic Republic of Pakistan 1973, the Governor of the NWFP has framed the NWFP Government Rules of Business 1985 for the allocation and transaction of official business. Rule 5(12) of the Government Rules of Business 1985 authorizes the Chief Secretary NWFP to issue instructions for the smooth and efficient functioning of government offices.

2. The first Manual of Secretariat Instructions was published in the year 1972 which was subsequently revised in the year 1989. However, due to subsequent restructuring of the Provincial Government departments and consequential amendments, the NWFP Manual of Secretariat Instructions needed updation so as to facilitate smooth, proper and timely transaction of Government's business, improve efficiencies, service deliveries and governance. This revised edition of the NWFP Manual of Secretariat Instructions as a reference book and guide will greatly facilitate Government functionaries in the accurate and prompt disposal of their work.

3. Updation of Manual of Secretariat Instructions became possible only with the efforts and hard work of Mr. Abid Majeed, Additional Secretary Establishment and his team who worked late hours to bring out this revised edition like updation of the NWFP Government Rules of Business 1985 already completed by the same team. This *vade mecum* will also provide consistent help and assistance in the smooth functioning of Government departments. The team deserves appreciation for this valuable contribution.

4. The Establishment Department is thankful to Mr. Hifzur Rahman, Project Director, Decentralization Support Programme and Mohammad Idrees Khan Assistant Director with whose financial and technical assistance, updation, presentation and publishing of this Manual became possible.

5. Suggestions for further improvement will be appreciated.

March, 17, 2008

(Mian Sahib Jan)
Secretary, Establishment

SECRETARIAT INSTRUCTIONS

I. SHORT TITLE, COMMENCEMENT AND DEFINITIONS

1. Short title and commencement.

- (a) These instructions are issued in accordance with the provision of sub-rule 12 of Rule 5 of the NWFP Government Rules of Business 1985 and shall be called the "N.W.F.P Manual of Secretariat Instructions, 2008".
- (b) They shall come into force at once and shall supersede all previous instructions issued in this behalf;
- (c) If there be any inconsistency between these instructions on one hand, and the Rules of Business or any other statutory provision, on the other, the latter shall prevail.

2. Definitions.

In these instructions, unless the context otherwise requires:-

- (a) "Additional Secretary" means an officer incharge of a Wing or Wings in a Department;
- (b) "Appendix" means the Appendices appended to these instructions;
- (c) "Assembly" means the Provincial Assembly of the N.W.F.P.;
- (d) "Attached Department" means a Department mentioned in column 3 of schedule 1 of N.W.F.P Government Rules of Business 1985;
- (e) "Branch" means a primary unit of a Department headed by Superintendent;
- (f) "Business" means all work done by Government;
- (g) "Cabinet" means the Cabinet of Ministers appointed under Article 132 of the Constitution and includes the Chief Minister appointed under Article 130 of the Constitution;
- (h) "Case" means a particular matter under consideration and includes all papers relating to it and required to enable the matter to be disposed of, viz. Correspondence and notes and also any previous papers on the subject or subjects covered by it or connected with it;
- (j) "Chief Minister" means the Chief Minister of Government of NWFP;
- (k) "Chief Secretary" means the officer notified as such in the gazette, who shall in addition to other Departments and functions that may be allotted to him from time to time, be incharge of the Establishment & Administration Department and shall also be the Secretary to the Cabinet;
- (l) "Constitution" means the Constitution of the Islamic Republic of Pakistan;
- (m) "Department" means a self-contained administrative Unit in the Secretariat responsible for the conduct of business of Government in a distinct and specified sphere, and declared as such by the Government;
- (n) "Deputy Secretary" means an officer incharge of a Wing in a Department;
- (o) "Dairy" means the register in which all papers received in a branch or Section are entered;

- (p) "Docket Sheet" means documents placed immediately below the upper cover of the file, containing particulars to indicate the progress of the case during its currency, and its classification and period of retention after it has been finally disposed of;
- (q) "Federal Government" means the Executive Government of the Islamic Republic of Pakistan;
- (r) "File Register" means a register in which are entered all files opened in one calendar year. The subject heading and dates of opening, recording and destruction of the file are shown in this register;
- (s) "Gazette" means an official Gazette of the N.W.F.P.;
- (t) "Government" means the Executive Government of the N.W.F.P.;
- (u) "Governor" means the Governor of the N.W.F.P.;
- (v) "Head of Attached Department" means the officer shown in column 4 of Schedule-I of N.W.F.P. Government Rules of Business;
- (w) "Index Card" means a document showing the subject and number of file used for the purpose of tracing and linking references on the subjects;
- (x) "Member" means a Member of the Assembly;
- (y) "Minister" means the Minister-in-Charge of the Department to which a particular case pertains;
- (z) "Public Service Commission" or "Commission" means the N.W.F.P Public Service Commission constituted under any law for the time being in force;
- (aa) "Secretariat" means the Departments of the Government when referred to collectively;
- (bb) "Secretary" means the Secretary to Government and includes the Chief Secretary and the Additional Chief Secretary;
- (cc) "Section" means a basic working unit in a Department as determined by the Government;
- (dd) "Section Officer" means an officer who is in direct charge of a Section;
- (ee) "Speaker" means the Speaker of the Assembly;
- (ff) "Superintendent" means a Superintendent incharge of a Branch or Section and includes an Assistant incharge; and
- (gg) "Wing" means a Working Unit of a Department consisting of a number of Sections/Branches when referred to collectively.

II. ORGANIZATION AND INTERNAL ADMINISTRATION

3. Organizational set-up of the Secretariat.

- (a) The Secretariat shall consist of the Departments specified in Schedule-I appended to the NWFP Government Rules of Business 1985 and the distribution of business amongst the Departments shall be as specified in Schedule-II of the said Rules.
- (b) The *Appendix-I* contains the list of Autonomous/Semi-Autonomous bodies under the control of Government of N.W.F.P.

- (c) Each Department shall consist of a Secretary to Government and such other officers subordinate to him as the Government may determine from time to time;
- (d) The same person may be Secretary to Government incharge of more than one Department.
- (e) The working units in a Department shall be determined by Government from time to time; and
- (f) Branches/Sections in each department shall be serially numbered, followed; where necessary, by an indication of the work done by each Branch/Section, in the form of one or more letters (within brackets)

III. WORK DISTRIBUTION AND JOB DESCRIPTION

4. Secretary

- (a) The Secretary is the official Head of the Department and is responsible for its efficient administration and discipline. He is also responsible for the proper conduct of Business allocated to the Department under the NWFP Government Rules of Business 1985 and for careful observance of these instructions in his Department;
- (b) The Secretary shall, by means of Standing Orders, distribute the work of the Department amongst the officers, Branches and/or Sections and also specify the channel of communication;
- (c) The Secretary shall review the delegation of powers to various officers in the Department periodically to ensure maximum delegation of authority for disposal of cases at the initial and middle stages with a reporting system to keep him fully informed;

Provided that the Secretary shall have the powers, however, to call for any case for his own consideration and to direct that he be consulted in a particular case before its final disposal.

- (d) Each Department shall maintain a list showing the distribution of work amongst its Branches and Sections;
- (e) When an officer is absent on leave or is otherwise away and no substitute is appointed, the Secretary shall have to issue instruction for the disposal of the work of such officer during his absence; and
- (f) It is the duty of the Secretary to ensure that cases submitted to the Minister, and where the Rules of Business so provide to the Governor, Chief Minister or the Cabinet, as the case may be, are complete in all respects.

5. Additional Secretary

- (a) The duties and functions of Additional Secretary shall be such as may be assigned to him by the Secretary; and

(b) An Additional Secretary shall be in charge of a Wing or Wings the work of which is assigned to him. He shall have normally one or more Deputy Secretaries under him. He can, however, be assigned to control directly the business of a number of Sections/Section Officers. The Additional Secretary will make no policy decision.

(c) The Additional Secretary (Cabinet), E&AD will, besides his other duties, ensure that:-

- (i) The notices/agenda of the cabinet meeting is distributed/delivered in time and in proper form to all the concerned;
- (ii) The tour programs of Minister/Advisors are kept in upto date form with a note of Private Secretary (if he accompanied the Minister/Advisor) indicating the movement and point of contact of Minister/Advisor, in the Cabinet Section;
- (iii) No unconcerned person, unless he has a general permission, enters the premises of the Cabinet meeting except the Bearers and Naib Qasid serving refreshments;
- (iv) The Administrative Secretary or the representative of the Department (where the Administrative Secretary is not available and the representative has been so permitted) will attend the Cabinet Meeting for the item with which he is concerned. He shall leave meeting room after his item has been discussed unless he is specifically required to stay during discussion of other items; and
- (v) An official not invited as participant, if is required or summoned in the meeting for any advice/direction, will soon leave the premises after giving/noting the advice/directions.

6. Deputy Secretary

(a) The duties and functions of Deputy Secretary shall be such as may be assigned to him by the Secretary. A Deputy Secretary may have normally three to six Sections under him;

(b) He shall dispose of all cases of Sections/Branches in his charge in which no major question of policy is involved, or which, under the Rules or Standing Orders, he is competent to deal with at his level;

(c) He shall inspect the working of the Section/Branches under his charge at least once every six months and also pay surprise visits at reasonable intervals. He shall pay special attention to:-

- (i) Compliance with the Rules of Business, the Secretariat Instructions, Standing Orders and office directives;
- (ii) General office management;
- (iii) Proper use and care of Government property and equipments; and
- (iv) Arrangements for the disposal of work by the Section/Branches in the temporary absence of its Section Officer/Superintendents.

(d) A Deputy Secretary (Administration) shall have under him Section Officer (General/Administration) who shall be incharge of Establishment, Accounts, Record, Receipt and Issue Branches. He shall also be responsible for maintenance of coordination work of Department and supervise the Assembly business pertaining to his Department.

(e) The Deputy Secretary (Admin.), or where there is no Deputy Secretary (Admin.), the Section Officer (General/Administration) of each Department shall be responsible for:-

- (i) Security arrangement of the department;
- (ii) Arrangement of meetings;
- (iii) Keeping cleanliness of the department; and
- (iv) Maintenance of general discipline in the department.

(g) The Deputy Secretary (Administration), E&AD shall in addition to his other duties, be specifically responsible for:-

- (i) Checking the security measures of the Secretariat and bring the lapses, if any, to the notice of Secretary, E&AD/Chief Secretary; and
- (ii) Screening/security of the premises of the Cabinet Meetings in the Secretariat by the concerned agency.

7. Section Officer

(a) A Section Officer shall be incharge of a Section. He shall be assisted by nucleus staff consisting of an Assistant, a Clerk (if provided to the Section) and a Stenographer. He shall be responsible for the efficient administration and discipline of his section or a Branch(es), as the case may be, and for the proper conduct of business assigned to him.

(b) A Section Officer shall dispose of all cases, which under the Rule or Standing Orders, he is competent to dispose of. In such cases, it should not be necessary for him to record an elaborate note on the files. Where, however, a matter has to be brought to the notice of higher authority he shall record a note on the file, prepare a draft reply and pass on the case to the Deputy Secretary / Additional Secretary as the case may be;

(c) Subject to time limits fixed for the disposal of various categories of cases (*Appendix-II*), a Section Officer shall deal with the most of the communications received in his section within a week of their receipt. Immediate and urgent cases are to be disposed of within 24 and 48 hours respectively of their receipt:

(d) If the office is unable, either for want of relevant file or precedent etc: to submit a paper within one day of its receipt in the Section; it will bring this fact to the notice of the Section Officer immediately, who shall:-

- (i) attempt to dispose of the case in the absence of previous papers; or
- (ii) give instructions as to such alternative action as appears to him to be possible in the meantime, or; and

- (iii) if the matter is of urgency and importance, and he feels incompetent to deal with it himself, submit the case to the Deputy Secretary / Additional Secretary for orders.
- (e) A Section Officer shall also be responsible to:-
 - (i) supervise the work of ministerial establishment;
 - (ii) train, help and advise them in the performance of their functions and duties; and
 - (iii) see that tidiness is maintained.
- (f) Every Section Officer shall primarily be responsible to:-
 - (i) deal with and finalize cases pertaining to Assembly Business within stipulated period relating to his Section;
 - (ii) keep up-to-date record of Assembly Question, Resolutions, cut motions etc; and dates on which they are to be discussed and answered;
 - (iii) keep a watch on the movement of files dealing with Assembly Business;
 - (iv) prepare fair replies for the Ministers;
 - (v) hand over the fair replies, after securing approval of the competent authority, to the Coordination Section/Branch for transmission to the Assembly Secretariat well in time.
- (g) Every Section officer shall ensure that the record of his Section is maintained in proper order; and
- (h) The Section Officer (General/Administration) or Coordination Section / Branch shall specifically be responsible:-
 - (i) to keep an up-to-date record of all Assembly question, Resolutions, Cut Motions, etc; and dates on which they are to be answered/discussed relating to the Department as a whole;
 - (ii) to collect complete papers relating to Assembly Business from all the Sections of his Department and ensure that these are sent to the Assembly well in time and in proper form;
 - (iii) to look after convenience and relief to the staff of the department, as admissible, so as to ensure efficiency;
 - (iv) to check that accessories and equipment like typewriters /photo state/duplicating machine/motor cycles and scooters (if provided for delivery of Dak) vehicles/other machines and equipments provided to the department are properly and carefully used and are always in good and working condition so that the work is not hampered. He shall periodically check to ensure their proper and continuous working;
 - (v) to ensure that relief providing amenities/equipments like electric fans, water coolers, air conditioners, electric heaters and gas heaters etc; are ready and in working condition a fortnight before the commencement of their use and to further ensure that these remain in working order during the prescribed period or respective season;

- (vi) to check that instruction enjoining economy measures are strictly followed;
- (vii) to ensure speedy disposal of Audit Note/Draft Paras relating to Public Accounts Committee;
- (viii) to ensure implementation/disposal of internal inspection reports as mentioned in Para 237;
- (ix) to ensure internal check system in the department as required in Para 13 of the General Financial Rules Volume-I; and
- (x) oiling and cleaning of fans and allied equipments through Provincial Building Maintenance Cell E&AD.

IV. MINISTERIAL STAFF

8. Private Secretaries

(a) The Private Secretaries to the Chief Minister, Ministers, Special Assistants and Advisors shall perform the following duties:-

- (i) to prepare drafts of personal letters except those required to be prepared by the respective Department;
- (ii) to attend visitors and to arrange interviews;
- (iii) to prepare tour programme(s) of Chief Minister, Ministers, Special Assistants and Advisors and circulate to all concerned as well as to correspond with the agencies concerned and individuals in this connection;
- (iv) to go through petitions and complaints received from the public / aggrieved person(s), addressed to the Chief Minister, Ministers/Special Assistants or Advisors and after obtaining the orders thereon, pass them on to the officer/department concerned;
- (v) to deal with cases relating to telephone bills in respect of the calls made from telephones of Chief Minister/Ministers/Special Assistants/Advisors and cases relating to carriage of their personal effects on tour;
- (vi) to arrange engagements and maintain an engagement diary;
- (vii) to obtain papers for meetings, functions and interviews etc; from Administrative Department and to put up the same to the Chief Ministers, Ministers, Special Assistants and Advisors;
- (viii) to bring to the notice of Chief Minister, Minister, Special Assistant and Advisor (if the latter is required to attend) the notice/agenda of the Cabinet meeting at once. If the Chief Minister, Minister, Special Assistant or Advisor is on tour, the Private Secretary shall contact him and convey information. In case the Private Secretary accompanies the Chief Minister, Minister, Special Assistant or Advisor, the P.A. will do the needful;
- (ix) to bring to the notice of Chief Minister/Ministers/Special Assistants or Advisors papers/files bearing priority/security labels;

- (x) to keep a record of all office furniture, equipment and books provided to the Chief Minister, Ministers, Special Assistants or Advisors. He (the Private Secretary) shall be responsible for proper use of those articles and ensuring that these are in good condition.
- (xi) To see that the furniture and other articles of the office of Chief Minister, Minister, Special Assistant or Advisor are in good condition and properly maintained; and
- (xii) to keep up to-date copies of all books relating to privileges and conduct of Ministers/Advisors.

9. The Private Secretaries to the Chief Secretary, Additional Chief Secretary, and Secretaries shall perform the following duties:-

- (i) to attend telephones and keep record of outstation calls;
- (ii) to screen callers and telephone calls;
- (iii) to arrange engagements and maintain engagement dairy;
- (iv) to collect papers for meetings and interviews;
- (v) to see that matters requiring Secretary's attention are brought to his notice well in time complete and in proper form;
- (vi) to receive and arrange and, where necessary, register the Secretary's papers and correspondence including secret and top secret papers;
- (vii) to keep record of suspense cases and to see that such cases are put up to Secretary on due dates;
- (viii) to keep reference books upto date;
- (ix) to attend to work connected with Secretary's tour etc;
- (x) to assist the Secretary in such matters as he may direct;
- (xi) to keep record of movement of files and other classified document;
- (xii) to receive visitors and arrange interviews etc; and
- (xiii) to take dictation and make fair copies of draft and other papers of secret/confidential nature and also other communications with enclosures.

10. Superintendent

(a) A Superintendent who normally holds charge of a Branch under the control of a Section Officer shall be responsible for ensuring that the work is conducted properly and that there is tidiness and discipline in his Branch;

(b) The Superintendent of the Receipt and Issue Branch shall be personally responsible for the accurate sorting of Dak Section-wise, and shall further ensure that:-

- (i) the Receipt Clerk submits the receipts at least twice daily to the appropriate Section/Office along with dairy;
- (ii) letters are dispatched on the date of receipt and office copies returned promptly to the Section/Office concerned; and
- (iii) that confidential/secret communications are treated in the manner prescribed in paragraph 67-76.

(c) The Superintendent Receipt and Issue Branch or any other official assigned the job, should open all covers other than those sealed and addressed by name to any particular office/officer in the Department and to:-

- (i) make sure that each envelope is completely emptied;
- (ii) check enclosure and make note of omissions, if any, in the margin of the communication;
- (iii) separate receipts section-wise and place them in the labelled compartments; and
- (iv) obtain, in case of disputed receipts, orders of the Administrative Secretary or of an officer authorized for the purpose.

11. Section Assistant

The Section Assistant shall:-

- (a) add to the case any precedent, rules, regulations and policy decision relating to it, flag them properly and make reference(s) in the margin before submission of the case to Section Officer;
- (b) undertake "reference" and "research work" i.e. acquaint himself with the rules and regulations pertaining to the subjects dealt with in the Section, maintain such statistics as are required by the Section Officer (e.g. in a Service Branch, lists of officers belonging to a specific cadre, showing their latest postings, etc.) and, while examining old records, take extracts of important policy decisions etc;
- (c) record advice tendered by the Services, Law, Finance and Planning and Development Departments in a note book, and also maintain a separate "reference" collection of important decision;
- (d) submit and personally explain "urgent" cases to the Additional Secretary/Deputy Secretary concerned in the temporary absence of the Section Officer;
- (e) undertake periodically the proper classification, recording, indexing and weeding of files in accordance with the instructions contained in this manual and submit a half-yearly certificate of compliance to the Additional Secretary /Deputy Secretary concerned through the Section Officer by the end of June and December each year;
- (f) compare typing work with the Section Stenographer/Clerk when necessary;
- (g) generally instruct and guide the Section Clerk (if provided in the Section) and supervise his work;
- (h) look after the work and duties of the Section Clerk (if provided in the Section) in his temporary absence;
- (j) do such other work as may be prescribed for him by the Establishment & Administration Department or assigned to him by the Department concerned;
- (k) maintain reference books and keep them upto-date by getting correction slips pasted;
- (l) maintain charts of all out-standing reports and returns to be received in a Section and to be issued from the Section. May also maintain record of time-limit cases;

- (m) keep a note of all pending cases and put up reminders for signature of the concerned Section Officer on due dates;
- (n) prepare notes of all pending cases to be disposed of at the level of the Section Officer;
- (o) do such other office work as may be entrusted to him by Section Officer;
- (p) open files and keep a record of movement of files;
- (q) watch the necessity of keeping priority and security labels on files and bring to the notice of the Section Officer on the first available opportunity, the need for removing/retaining labels; and
- (r) in Establishment, Accounts and Specialized Section/Branches like Budget/Statistics etc, Assistants shall continue doing noting and drafting on cases as usual

12. Stenographers and Personal Assistants

Stenographers attached to the Secretaries/Additional /Deputy Secretaries shall:-

- (a) take down notes and drafts from their officers and type them neatly and accurately;
- (b) note down urgent matters and routine appointments of their officers in the desk diaries and also put up notes about telephonic/other messages received by them in the absence of officers;
- (c) submit to their officers an agenda for the day covering urgent matters and routine appointments on the basis of the engagements diary;
- (d) handle and maintain classified documents/files in accordance with the instructions;
- (e) attend calls and to maintain outstation/private calls Telephone Register;
- (f) maintain reference books and keep them upto-date by getting correction slips pasted by Office Daftari;
- (g) receive and conduct visitors, arrange interviews as permitted by their officers;
- (h) supervise the up-keep of the officer's and visitor's rooms wherever provided;
- (j) make tour arrangements including the issue of tour programmes;
- (k) assist the officer in such matters as he may direct;
- (l) keep proper record and movement of files and other papers;
- (m) keep record of suspense cases, where ordered, and their submission on due dates;
- (n) attend any other routine official duty that may be assigned by the officer e.g. reproduction of documents, arranging petty amenities, recording of entries in the Staff Car Movement Register, receiving from and delivering important Dak at PIA. The receiving and delivering Dak will be done through the Section Officer (General/ Administration) of the Department.

Note:- Where a Personal Assistant/Stenographer is attached with an officer who has a Private Secretary, the former will work under the supervision of the latter and distribution of

work will be made as they mutually agree and, in cases of disagreement, the matter will be decided by the officer concerned.

13. Section Stenographers

The section stenographers shall:-

- (a) take down notes and drafts from their Section Officers and type them neatly and accurately;
- (b) do the typing work of their Sections and any other work assigned to them;
- (c) attend to the telephone and receive/record messages in the absence of their officers and maintain the Section Telephone outstation Call Register;
- (d) attend to receipt and issue work in the absence of Section Assistant if no Junior Clerk has been provided to the Section;
- (e) do any other ancillary function and work that may be assigned by the officer e.g. reproduction of documents, arranging office amenities etc;
- (f) do most of the routine typing within their Section including typing of enclosures to the communications; and
- (g) note down scheduled meetings and time limit of important cases in the Section Officer's table dairy.

14. Private Secretaries, Personal Assistants and Stenographers shall be responsible for the proper handing, care and looking after of the type-writers, computers, printers and / or any other equipment provided for the purpose of their duty..

15. Clerk

Clerks in the Secretariat shall perform the following duties:-

- (a) receipt and dispatch;
- (b) diarising (including entry with red ink on notes files) and maintenance of prescribed register;
- (c) sorting, distribution and filing of papers;
- (d) maintenance of registers relating to office files, recorded files, files destroyed and movement register showing the whereabouts of the files received in or sent out of the Section. He should also keep a register showing the files required to be submitted for issuance of reminders or otherwise on due dates and a register of reference books available in the Section;
- (e) record keeping;
- (f) establishment and Accounts matters (preparation of pay bills, T.A. bills etc.);
- (g) handling of cash, if posted as cashier;
- (h) to do typing work as and when required; and
- (j) stationery indenting, storing and distribution.

Note:- The duties of Clerk will automatically devolve upon the Assistant in the Section where no Clerk has been provided.

16. Daftari

A Daftari shall:-

- (a) see that the officer's tables are fully furnished with the requisite stationery;
- (b) help the Stationery Assistant in the maintenance of register of forms and in the distribution of stationery and forms;
- (c) help the Section Assistant/Section Clerk in repairing all damaged file covers and pages of current and recorded files;
- (d) maintain the closed diaries, dispatch registers and volumes of bound proceedings in good condition and repair them whenever they are found in torn or damaged state, and see that these are properly dusted daily;
- (e) take out diaries, dispatch registers and columns of bound proceedings from their racks whenever required to do so by the Record Keeper;-
- (f) pull out and restore files under the direction of Section Assistant/Clerk;
- (g) help the Record-Keeper in the stitching of recorded files and restoring them to their proper place in the record shelves;
- (h) seal secret and confidential letters;
- (i) prepare and see parcels of heavy articles to be sent out by post;
- (j) affix service postage stamps on covers under the direction of the Dispatcher; and
- (k) help the Dispatcher in the circulation of all printed material.

17. Qasid/Naib Qasid

The Qasids and Naib Qasids are forbidden to receive or extort tips. Any Qasid/Naib Qasid found making such demands shall be severely punished. The officer incharge of administration should ensure that Naib Qasid/Qasids and other such government servants are acquainted with this rule periodically.

18. The overall purpose of a Qasid/Naib Qasid is to be of assistance to officers and staff in a Section/Branch/Office in the efficient performance of their duties. He shall perform the following duties:-

- (a) carrying from one place to another within and outside the office premises the official files/papers/Dak;
- (b) to clean office furniture and record before office hours;
- (c) general arrangement and tidiness of the office, furniture including dusting of office furniture, record etc;
- (d) providing drinking water and bringing tea to the officers and staff;
- (e) conducting of visitors to the officers;
- (f) carriage of steel boxes containing secret/confidential files from one office to another;

- (g) shifting of articles of furniture from one place to another;
- (h) any other duty that may be assigned to him by his office incharge; and
- (j) he shall not leave the office without the permission of his immediate superior, if on any particular day he is required to sit after office hours.

19. Driver

The drivers shall perform the following duties:-

- (i) To enter the official tours/mileage covered in the log book of the vehicles;
- (ii) should check up the Fuel, M/Oil and Radiator Water and Battery before starting the vehicle;
- (iii) To acquaint himself with Traffic Rules and road-senses;
- (iv) should look-after the general up-keep of vehicles;
- (v) should drive the vehicle with utmost care and keeping in view all the traffic rules etc.

20. Farash

The Farash will perform the following duties:-

- (a) Cleaning of windows;
- (b) Cleaning of Gates;
- (c) Cleaning of Almirahs and cupboards;
- (d) To help in shifting of office equipments from one place to another; and
- (e) To perform any other duty entrusted to him by his superiors.

V. TRANSFERS, POSTINGS, APPOINTMENT BY PROMOTION OR TRANSFER AND DISCIPLINARY ACTION.

21. Transfer and postings of officers and staff in the Secretariat are made by the authorities specified in Rule 17 of the N.W.F.P. Government Rules of Business, 1985.

22. All cases of promotion or appointment above the rank of Naib Qasid or Daftari in the Secretariat including those which:-

- (a) relate to temporary appointment in leave or other vacancies; or
- (b) require an officer to hold charge of more than one post shall be referred to the Establishment & Administration Department.

23. The Officers specified under the N.W.F.P. Removal from Service (Special Powers) Ordinance 2001 shall be the competent authorities for the purposes of the Ordinance in efficiency and discipline cases in respect of Government Servants working in the Secretariat Departments.

24. **Registrations** submitted by the ministerial staff shall be forwarded to the Secretary, E&AD for final orders with the remarks of the Secretary concerned.

VI. PUNCTUALITY IN ATTENDANCE

25. The Establishment & Administration Department shall, from time to time, prescribe general office hour and break for prayers or for any other purpose.

26. The following procedure shall be adopted by all Departments for enforcing punctuality in attendance:-

(a) All Administrative Secretaries shall take full responsibility for enforcing punctual attendance of officers and staff in their Departments and in the Attached Departments under their administrative control;

(b) All members of staff shall observe office hours prescribed by the Government from time to time. Naib Qasid/Qasids will, however, attend office at least 15 minutes before time to put things in order;

(c) A separate attendance register shall be maintained for each Section/Branch. It shall include the name of all members of the staff (below the rank of B-16). All members of staff, whose names are entered in the Attendance Register, of the Section/Branch except Qasids and Naib Qasids should initial the register. Attendance of Naib Qasid and Qasids shall be marked in the following manners:-

(i) "P" for punctual attendance in the case of Naib Qasids and Qasids and initial in the case of others;

(ii) "D" for away on duty;

(iii) "L" for leave; and

(iv) "A" for absence without permission.

(d) The register shall be initialled by the Branch Superintendent/Section Officer and placed before the Deputy Secretary concerned 10 minutes after the commencement of the office hours on each working day. This, however, should not be taken to mean that officials are at liberty to come 10 minutes late. They must be in their seats by the time fixed for arrival.

(e) The Section/Branch Officer shall be held responsible for any delay in the submission of the register;

(f) Officials who come late shall immediately on arrival report to the Deputy Secretary concerned and officer incharge of the Section who shall ascertain the reasons for late arrivals and take appropriate action in each case;

(g) Cases of habitual late comers shall be brought to the notice of the Secretary for disciplinary action. In this connection, a monthly statement of defaulters should be submitted on the 1st of every month to the Secretary/Deputy Secretary (Administration) who will take suitable action against the officials concerned. Such action should demonstrate that habitual defaulters have been adequately punished;

- (h) A roster of attendance for duty after office hours on gazetted holidays shall be maintained by each department subject to the instructions issued by the Government from time to time;
- (j) Occasional late attendance may be condoned after obtaining an oral explanation of the official concerned but one day's casual leave shall be debited to the casual leave account of the official for every three late arrivals in a month. He may also be issued a written warning;
- (k) Late arrival without any genuine reason be treated as misconduct under the N.W.F.P. Removal from Service (Special Powers) Ordinance 2001;
- (l) Absence on short leave for one to three hours shall be treated half day's casual leave and debited to the casual leave account. Absence on leave for more than three hours on a day shall be taken as absence for the day;
- (m) Application for short leave for one hour or more sent from home should be treated as half day's casual and debited to the casual leave account. Six or more than six such applications without just cause during a month should be treated as habitual late attendance;
- (n) No member of the staff shall remain absent without prior permission. In case of absence due to unavoidable circumstances, it should be brought to the notice of the immediate officer on the day of the absence through any possible means. Absence for more than two days on ground of sickness must be supported by a medical certificate;
- (o) Every application for leave/casual leave should indicate the address at which the applicant can be contacted, if necessary; and
- (p) Occasional and surprise checks (frequency to be determined by the Secretary keeping in view the degree of defaulters and other circumstances) should be made by the Secretaries and Deputy Secretaries (Administration) to ensure that the system out-lined above works smoothly.

VII. LEAVE

27. Casual Leave

- (a) Government servants are not entitled to casual Leave as of right. Casual Leave is granted by way of grace to enable Government Servants to attend to their private affairs of casual nature. It is entirely within the discretion of the sanctioning authority either to sanction or refuse leave;
- (b) Casual leave may not ordinarily exceed ten days at a time. The sanctioning authority may, however, grant leave upto 15 days at a time under special circumstances.
- (c) Casual leave may be granted in conjunction with Fridays or public holidays but not with any other kind of leave or joining time. When it is combined with holidays the total period shall not exceed 15 days at a time.
- (d) Casual leave may be sanctioned under the authority of the Administrative Secretary or head of Office/Department by the immediate Superior Officer of the Government servant concerned.

(e) All Casual leave accounts other than that of the Administrative Secretary shall be maintained in the General Branch of the Department concerned. The casual leave account of the Administrative Secretaries shall be maintained in the E&AD.

(f) No Government Servant should leave his Headquarters during casual leave or holidays without the permission of the leave sanctioning authority.

28. Other Leave

(a) For the purpose of long leave, every department should keep a leave list for one calendar year in advance. All officers and staff should be required to state before the beginning of the year:

- (i) the amount and kind of leave which they intend taking during the year; and
- (ii) the date from which such leave is required.

(b) The officer incharge of the General Branch in each Department shall then prepare a list by arranging the period of leave in one or more continuous chains, subject to the exigencies of public service and administrative convenience.

(c) This list (except in the case of Naib Qasids and Daftaries) would be forwarded with the recommendations of the Department to E&AD for orders.

(d) Cases of Naib Qasids and Daftaries shall be decided by the Secretary concerned.

(e) The Secretary of the Administrative Department shall have the powers to grant/sanction all kinds of leave except study leave and disability leave, to civil servants in B-17 and above other than the civil servants in All Pakistan Unified Grades, working in Attached Departments or any other office or organization.

(f) Study Leave and Disability leave being subjects relating to Finance Department shall be granted in accordance with the relevant rules/ policy instructions issued by that department from time to time.

Part -II (Procedure)

VIII. RECEIPT AND DISTRIBUTION OF PAPERS

29. Receipt and Issue Branch in each Department as far as possible, be centrally located. It should be responsible for receipt and distribution of all communications (Letters, Telegrams, Files, Papers, faxes etc.) meant for the Department.

30. The Receipt Clerk shall receive all communications intended for the Department in the manner indicted in paragraph 29 and pass them on immediately to the Superintendent.

31. The Superintendent shall open all covers other than those sealed or addressed by name to any particular officer in the department. He shall:-

- (a) make sure that each envelope is completely emptied;
- (b) check enclosures and make a note of omissions, if any, in the margin of the communication; and
- (c) separate receipts section-wise and place them in labelled compartments. To facilitate correct sorting and distribution of receipts section-wise the Receipt and Issue Branch shall equip itself with an upto-date list of subjects dealt with by each Section in the Department.

32. (a) All covers which are sealed or addressed to officers by name shall be send unopened to the officers concerned. If an officer is on tour or on leave, such receipts shall be sent to the officer who is looking after his work;

(b) Such covers may be received by the officer himself or by his Private Secretary, Stenographer or Assistant. Receipt addressed to a Minister shall be received on his behalf by a member of his personal staff; and

(c) Covers addressed to an officer by name shall be opened by the Officer concerned or by a member of his personal staff authorized by him (in writing).

33. After sorting out the fresh receipts, the Superintendent will pass them to the Receipt Clerk for each Section/Office separately. The Receipt Clerk will then rubber stamp them showing the name of the Department and the date of Receipt and enter them in the register as indicated in paragraph 34.

34. The Receipt and Issue Branch shall maintain a separate register for each Section/Office in the Department containing the following heads:-

S.No	Communication		From whom received	Subject	Acknowledgment
	No.	Date			Time of receipt and initials of Section Officer, etc
1	2	3	4	5	6

35. After the receipts have been entered in the register the Receipt Clerk shall pass them on, alongwith the register, to the Section Officer/Officer concerned in the manner hereinafter prescribed:-

- (a) The communications addressed to a Section Officer will be sent to him directly;
- (b) The communications addressed to the Deputy Secretary/Additional Secretary/other officer above the rank of Section Officer will be sent to him through his Personal Assistant or other official authorized for the purpose;
- (c) The communication addressed to the Secretary of the Department will be submitted to him through his Private Secretary or any other official authorized for the purpose. After perusal and marking of such communications by the Secretary, the Private Secretary or any authorized official (as the case may be) will return the same to the Superintendent receipt and Issue Branch to pass on the same to the Section Officer/Officer concerned, in the prescribed manner, after carrying out the correction in the Diary Register initially made. The communication(s) of important nature requiring instant attention, may be sent direct to the Section Officer/Officer concerned, if the Secretary so desires after making entry in a register in such form as is considered feasible and secure. In such cases the acknowledgement will be obtained in the same manner as prescribed for distribution/delivery of fresh receipts by the Receipt and Issue Branch;
- (d) Ordinary receipts at least twice a day, once in the morning and again about an hour before closing time; and
- (e) Urgent and immediate receipts and covers sealed or addressed by name as and when received.

36. (a) The Section Officer on receipt of the fresh Dak shall go through it carefully and personally acknowledge the receipt pertaining to his section in the last column of the register and return the remaining references and the register immediately to the Receipt and Issue Branch per bearer. Such references as are not accepted shall be clearly indicated on the register. P.A/P.S to Higher Officers shall take similar action; and

(b) If it is discovered later that a reference has been wrongly received in a Section, it shall be returned to the Receipt and Issue Branch or to the Section concerned, immediately and a proper acknowledgement obtained in the delivery book.

37. **Acknowledgement of Dak delivered by hand: -** All receiving officials shall acknowledge receipts of all types of Dak delivered by hand against their full signature. They will also give their designation and the date of receipt. In Branches and elsewhere where bulk of Dak is received, acknowledgement may be by means of a rubber stamp showing the name and designation of the receiving officials. In that case the receiving official may only initial and not append his full signature. These instructions apply to all types of Dak, whether classified or non-classified.

38. The Section Officer may submit any fresh receipt to his Deputy Secretary or other higher officer if he thinks it is important to be seen by them before action is initiated thereon. However, this shall be done only after such receipts have been diarized.

39. The Deputy Secretary may, in his discretion, submit to his superior any receipt which he thinks should be brought to his notice or on which he desires instruction at that stage.

40. The Deputy Secretary or any other officer to whom receipts are submitted shall give instructions, wherever necessary, as to the action to be taken. If he proposes to deal with a receipt himself he may ask for the file to be put up to him with relevant papers.

41. Fresh receipts received by a Deputy Secretary direct or put up to him by a Section Officer should be sent to the Section promptly.

42. The Section Clerk (where provided)/Section Assistant shall affix the Section Stamp on each receipt (whether received from the Receipt and Issue Branch or otherwise) and enter them in the Section Dairy on the same day they are received in the section. He shall at the same time enter the diary number of each receipt in the space provided for it in the Section Stamp, the form of which is given below:-

_____Department
Section_____
Diary No_____
Date_____

43. the heading in the Section Diary shall be as follows:-

S. No	Communication		From whom received	File No- Subject	Movement of case at each stage it is sent out of Section. Final Disposal be also indicated
	No	Date			
1	2	3	4	5	6

44. The Section Clerk (where one has been provided)/Assistant should see that column 5 and 6 of the Section Diary are properly utilized. The Diary Register should be kept neat and adequate space should be left between two serial numbers for enabling him to note the movement/disposal of the case as provided in column 6.

45. All U.O references from other department including files received back should be diarized each time these are received and movement maintained where necessary.

46. After diarizing, the Section Clerk (where provided)/ Section Assistant will separate receipts into distinct categories and deal with them as follows:-

- (i) Those to be put up as fresh receipts to the Deputy Secretary or other higher officer: Diarized and put them on Section Officer's table for action;
- (ii) Files received from other department: Place on Section Officer's table;
- (iii) Receipt relating to files already existing in the Section: Place on the appropriate files, page-number, add PUC label, make cross reference and make the necessary red ink entry in the notes files;
- (iv) Receipts for which new files are to be opened: Prepare new files, both for correspondence and noting give a suitable number and title, add PUC label and make the necessary opening;
- (v) Receipts of miscellaneous nature for which no file has to be opened: Put up to the Section Assistant by the Section Clerk (where provided) or to the Section Officer by the Section Assistant with previous papers, if any for instruction with regard to their disposal;
- (vi) Where a Section Assistant is required to initiate action, he shall do so before putting up the case to the Section Officer;
- (vii) If the Section Assistant is unable, either for want of relevant file, precedent etc. or for lack of knowledge on the subject to submit any immediate case, he shall bring this fact to the notice of Section Officer at once; and
- (viii) The Section Officer will then either:-
 - (a) attempt to dispose of the case in the absence of previous papers; or
 - (b) give instructions as to such alternative as appears to him to be possible meanwhile; or
 - (c) if the matter is of some urgency or importance, submit the case to the Deputy Secretary/Superior Officer for orders.

47. A Section Officer is expected to send replies to most of the communication on his own, especially those which:-

- (a) are covered by clear policy decisions;
- (b) require only issue of reminders for obtaining information previously called for;

- (c) involve merely supply of information which is not ordinarily withheld; or
- (d) are covered by the delegation of powers made to him by Administrative Secretary.

In such cases, it will not be necessary for a Section Officer to record an elaborate note on the file.

48. If Section Officer is unable for any reason to dispose of a paper within a week, he shall take it personally to his Deputy Secretary/Superior Officer and obtain his instructions.

49. If the Deputy Secretary/Superior Officer, referred to in Para 48, is unable for any reason to dispose of any work pending with him for more than a week, he shall bring it personally to the notice of the Secretary and obtain his instructions.

50. Receipts marked "*Top Secret*", "*Secret*" or "*Confidential*" shall be handled in accordance with the instructions contained in the booklet entitled "Security of Classified Matters in Government Departments".

51. However, the following routine shall be observed by all concerned for receipt and transmission of Classified matters:-

(1) GENERAL

- (a) The recipient should check the accuracy of the contents, before signature the receipt and the sender should do the same on return of classified accountable material; and
- (b) The classified matter which is allowed to be sent by post should have a receipt in the inner cover to be signed and returned by the recipient.

(2) RECEIPT AND DIARIZATION

Separate register shall be maintained for diarizing top secret, secret, confidential and accountable matters.

(3) SUBSEQUENT MOVEMENT/TRANSFER OF CUSTODY

- (a) Subsequent movement of such matter at all stages should be properly recorded in the diary register so that its exact location is traceable at any time;
- (b) The movement/transfer of custody of classified matter particularly of '*Top secret*', '*Secret*' or '*Confidential*' and Accountable matters, even within the Department or office etc., should also be covered by a receipt. The Dak book or a receipt slip accompanying such matter should indicate the office of origin, date and time of dispatch, full signature, name and designation of the recipient, indicating the date

and time of receipt. A rubber stamp having the name and designation of the recipient should be affixed; and

(c) Same principle should be followed about the movement of classified matter even from a subordinate to his senior officer and vice versa.

IX. MAINTENANCE OF FILES

52. The name of the Department to which the file belongs should be printed in bold letters or should be written clearly in the space provided for it on the file cover.

53. Every Section/Branch shall maintain an approved list of main subject-headings, serially numbered, in respect of all matters dealt with by the Section/Branch. This list of main subjects-headings shall only give general subjects e.g. in a Section/Branch dealing with establishment matters some of the subject heads may be:-

- (a) recruitment of staff;
- (b) leave and transfer; and
- (c) pensions.

54. The list of main subjects-headings should be pasted on the opening pages of the File Register. The series of file numbers should run from 1st January to 31st December each year, after which, it should again start from the beginning, retaining as far as possible, the file numbers allotted to various subjects in the preceding year.

55. Assignment of subject titles and numbers of files. Every file shall be given:-

- (a) a suitable subject title; and
- (b) an appropriate number.

56. The subject and file number shall appear prominently on the front pages of the file covers in places provided for them.

57. The main subject headings shall be split into appropriate sub-headings and serially numbered. For example under the main headings "Recruitment of Staff" the sub-heading may be:-

- (a) stenographers;
- (b) Assistants;
- (c) Junior Clerks; and
- (d) naib-qasids, etc.

58. The subject title of the file dealing with the recruitment of Clerks will be:-

Recruitment of staff
Junior Clerks

59. The number on each file will indicate:-

- (a) the Section or Branch to which the file pertains;
- (b) the name of the department in an abbreviated form;
- (c) the serial number of the sub-headings;
- (d) the serial number of the file; and
- (e) the year in which the file is opened.

60. The number of the file entitled "Recruitment of Staff" will, therefore, be for example: Junior Clerk

S.O./ (Administration)/FD/1-3/88

61. New file may not be opened unnecessarily. The opening of part file should also be avoided as far as possible. A part file may, however, be opened when the main file is not likely to be available for some time, and action on a freshly received communication cannot brook delay. Where more than one part file are opened, each of them should be given a distinct number to indicate its relation with the main file e.g.

S.O. (Administration) FD/1-3/88 (Part-File.I)

S.O. (Administration) FD/1-3/88 (Part-File.II)

62. (a) The Part file, or files, should be merged with the main file as soon as the latter becomes available. In this process, care should be taken to preserve the chronological order of notes and correspondence as far as possible. For this purpose, the Para number of the notes of part file after merger with the main file should be re-numbered and the page numbered given therein corrected accordingly;

(b) If a file has assumed such proportion that it is difficult to handle it conveniently a second volume should be started bearing the same number after about 300 pages; and

(c) It is the duty of every member of the staff to protect official paper from rough or careless handling and keep them in good conditions. Crumpled, soiled and damaged sheets should be repaired as noticed.

X. TREATMENT OF IMPORTANT PAPERS

63. Reference Relating to Assembly Business:-

(a) All communications relating to Assembly Business (Assembly Questions, Resolution, Cut-Motions, Adjournment Motions, and Privilege Motions) shall be received by the Receipt and Issue Branch and the Superintendent of the Branch shall ensure that they are sent to the Deputy Secretary/Section Officer, concerned

immediately. A separate Diary Register showing distribution of the Assembly Business should be maintained in the Receipt and Issue Branch.

(b) The Assembly Questions, etc, which are disputed and do not seem to be the concern of the particulars Deputy Secretary/Section Officer shall be submitted to the Secretary personally by the Section (General/Administration) or the Deputy Secretary responsible for coordination of Assembly Business in the Department and his orders obtained regarding the assignment of the business to a Deputy Secretary in the Department who shall then ensure that the required material is collected and a reply sent to the quarter concerned in time.

(c) If the Secretary of a Department is satisfied that a particulars reference does not pertain to his Department, he shall refer it to the Chief Secretary giving reasons for not accepting it and specifying the Department, which, in his opinion, should deal with the reference. In all such cases the Chief Secretary will decide finally as to which Department should deal with such reference. It will then be the responsibility of that Department to inform the Assembly Secretariat that the reference is being dealt with by them to collect the required material (including information from other departments if needed) and to ensure that a reply is sent to the Assembly Secretariat in time.

64. The Assembly Business will be dealt with by the Department in accordance with Rules 28 to 33 part 'E' of NWFP Government Rules of Business.

65. **References from the Federal and Provincial Governments:-** All important references received from the Federal or other Provincial Governments shall be attended to promptly. In order to avoid unnecessary delay, the following general instructions shall be observed:-

- (a) such cases shall be put up immediately by the officer dealing with them to the next higher officer;
- (b) if a superior officer or the Secretary directs that a reply should be sent straight away or that the case should be further examined, he should indicate the lines on which the reply should be sent or the examination made;
- (c) if the Head of Attached Department or other subordinate office is to be consulted, the points or the paragraphs of the letter on which the report is called for, should be specified;
- (d) where it is expected that the issue of a final reply to a reference would take some time, an interim reply should be sent indicating the approximate time by which a final reply is expected to be given; and
- (e) draft replies to the Federal Government and other Provincial Governments should be issued after approval of Chief Secretary/Secretary.

66. **Petitions/Complaints addressed by Government Servants to Chief Minister/Governor:** - The following procedure shall be followed in the treatment of petitions etc., submitted by Government Servants to the Governor/Chief Minister:-

- (a) such cases should be treated as urgent and be disposed of within 48 hours in the manner as specified in Paras 7(c) and (d);
- (b) where a right of appeal or revision exists and has not been exercised by the petitioner, he should be advised that the proper course for him would be to submit an appeal or an application for revision to the proper authority. The designation of the appellate or revising authority should be clearly stated in reply;
- (c) where a petitioner has already exercised his right of appeal or revision, the case should be submitted to the Chief Minister/Governor by the Secretary through the Minister concerned. The noting in such cases should be confined to the elucidation of facts necessary to make the point at issue clear;
- (d) when the Governor/Chief Minister has passed orders in the case, the final decision should be communicated to the petitioner at once by the Department concerned;
- (e) An aggrieved person before approaching Government must first seek redress from the local officers who are competent to afford it. If there is no such indication in his petition he should be advised to approach to local officer concerned first and then the officer next above the local officer. If he does not get a satisfactory response from them within a reasonable time only then he should approach the Administrative Department;
- (f) A petition, copy of which has already been addressed to the officer immediately concerned, should be filed, unless it is necessary to take any other action;
- (g) Anonymous petition or letters should normally be filed except when definite allegations are made and concrete instances given; and
- (h) In case of complaints against a Civil Servant, the petitioner should be asked to furnish an affidavit to the effect that all facts stated in his complaint are true and if his affidavit is proved false, he would be prepared to face legal action which could be taken against him.

67. **Treatment of Confidential Papers:-**

- (a) All papers received or dealt with in the Secretariat are of a confidential nature and their contents should not be disclosed to or discussed with any unauthorized person. This rule applies with greater force to documents specially classified as confidential or Secret, and the strictest secrecy shall be observed with regard to their contents.
- (b) Breach of this rule is an offence punishable with imprisonment under section 5 (4) of the Official Secret Act, 1923 (Act XIX of 1923).

68. In classifying documents as "Top-Secret" or "Confidential" and dealing with them, the instructions contained in the booklet entitled "Security of Classified Matter in Government Department" shall be followed. These instructions also regulate the custody of classified documents. Briefly stated, confidential and secret papers should not be dealt with in the ordinary manner, and should pass through as few hands as possible; only an officer of the Office and the person authorized by him should deal with them.

69. Para 19 in Chapter 2 of the booklet entitled "Security of Classified Matter in Government Department" lays down that *"Except in special cases, only a senior Officer should be authorized to grade matter originating from his Department as 'Top-Secret' "*. Officer of the rank of Section Officer and above may be authorized to approve the grading of documents in the lower categories. Officers should be specially designated to approve re-classification of matter originating in department which should be carried periodically at least once in two years. The Provincial Government has decided that only the Administrative Secretary can classify a document as *"Top-Secret"* or *"Secret"* and only an officer of the rank of Deputy Secretary or above can classify documents as *"Confidential"*.
70. Except under the express orders of the Secretary, the Performance Evaluation Reports of officers (B-16) and above should not be handled by any member of the office below the rank of a Section Officer.
71. Confidential references to other Departments/Offices shall, as far as possible, be addressed to the officer concerned by name.
72. Confidential papers should either be passed from hand to hand by personal delivery or be sent in sealed covers or boxes.
73. Incoming covers which are marked *"Top-Secret"* or *"Secret"* or *"Confidential"* should be sent unopened to the officer to whom they addressed. When the officer happens to be on leave, the covers may be opened by another officer authorized to do so.
74. When *"Top Secret"* or *"Secret"* papers are sent out of an office they should be enclosed in double covers. The inner cover should be sealed and marked *"TOP SECRET"* or *"SECRET"*, as the case may be and addressed to the officer concerned by name. The outer cover should bear the official designation of the addressee only and should not bear a seal or any other mark to indicate that its contents are top secret or secret. When top secret or secret papers are dispatched by post, they should invariably be registered and the out covers also sealed, but not marked *"TOP SECRET"* or *"SECRET"*.
75. All *"TOP SECRET"* and *"SECRET"* communication should, as a rule, be typed by the Private Secretary, Personal Assistant, Stenographer to the officer dealing with the case or in the Confidential Typing Section, if there is one.
76. It is equally important that classified documents should be re-classified when it is no longer considered necessary to continue the original classification. It is also important to keep in mind that unnecessary classification of unnecessary classification of documents is likely to delay the movement of papers and obstruct the normal functioning of Government machinery.

PART – III
Correspondence & Disposal of Cases

(SHAKIR ULLAH)
Deputy Secretary
Establishment Department
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Lahore

XI. NOTING AND DRAFTING

77. **Notes:-** Notes shall ordinarily be recorded on cases which have to be put up to Higher Officers for orders. No elaborate note need, however, be recorded by a section:-

(a) on receipt which he himself is competent to dispose of in the light of clear precedents or practice or under the Standing Orders delegating specific powers to him to dispose of certain types of cases; and

(b) on a case where the line of action has been indicated by Higher Officer and he is required to put up draft, unless something important has to be pointed out which would alter the proposed line of action.

78. When a case is put up to a higher Officer, it shall always be presumed that the paper under consideration will be read by the officer to whom it is submitted. Paraphrasing of the contents of the paper under consideration or reproduction of verbatim extracts from it in a note should, as a rule, be avoided. A précis may, however, be made if the paper under consideration is of a great length and complexity.

79. The object of a note is to supply in the most concise, correct and clear form the relevant information required for the disposal of paper under consideration. In some cases a mere perusal of the paper under consideration will be sufficient and no further elaboration will be needed beyond a brief suggestion for action. When a note is needed, it shall be a presentation of the case in the following sequence:-

- (a) the question for consideration;
- (b) the circumstances leading up to it, with brief background and full facts of the case. (The noting officer should point out any error or miss-statement of facts in the paper under consideration or in the notes of other Departments);
- (c) any rule, regulation, precedent or policy having bearing on the case. (The noting officer should discuss their application or otherwise to the question under consideration);
- (d) the points for decision; and
- (e) the suggestions for action.

80. All notes should be legibly written on note sheets. No note should be written on the receipt itself. If a higher officer has already made any remarks on a receipt, they should be copied out on the note sheet below the red ink entry, relating to the receipt before subsequent notes are recorded.

81. Notes exceeding half a page may be neatly type-written, but if hand-written they should be easily legible.

82. Notes should be broken up, as much as possible, into short connected paragraphs, each dealing with a particular point. Long sentences and discursive style should be avoided.

83. All notes shall be temperately worded and shall be free from personal remarks. If apparent errors are to be pointed out, or if an opinion has to be criticized, it shall be done in sober and restrained language. Special care should be taken in making observations on notes of senior officers and Ministers.

84. The officer recording the note should affix his signature and date on the right side of the note sheet at the end of his note with his full name.

85. The designation of the officer to whom a case is submitted should be indicated on the left margin below the signature of the officer submitting the note.

86. When an officer agrees with the preceding note or recommendations, he should append his signature and nothing more. Marginal notes or notes to emphasize specific points may, however, be made. Where officers are required to pass orders on notes they should do it in away so as to be directly convertible into a draft.

87. **Summary for Governor, Chief Ministers or Ministers:-** When a file is submitted to the Governor or Chief Minister/Minister, it should invariably include a concise but self-contained and properly referenced summary of the case stating the facts of the case and important points from notes and correspondence as well as points for consideration and should end with a specific recommendation. Two/three extra blank sheet of the same type of papers must be added to the summary. The summary should be signed by the Secretary and placed on the top of the file.

88. The detailed instruction with regard to submission of cases to the Governor and Chief Minister are contained in Rule 34 to 37 and Schedules IV, V, VI and VII of the NWFP Government Rules of Business 1985.

89. **Summary for Provincial Cabinet:-** A summary for the Provincial Cabinet shall be prepared in accordance with Rule 21 of Government of NWFP Government Rules of Business and shall be in the following form:-

- (a) Heading (Summary for Provincial Cabinet).
- (b) Minister Incharge (if any).
- (c) Secretary Incharge.
- (d) Subject.
- (e) Contents:

- (i) History and background of the case with relevant facts;
- (ii) Issue involved;
- (iii) Points for consideration;
- (iv) Views of the Department and of any other Department if concerned;
- (v) Specific recommendations with reasons; and
- (vi) The date on which it is submitted.

90. In complicated or protracted cases, particularly those involving references to other Departments, the Section Officer may prepare and place in a separate cover duly referenced brief of the case (in triplicate) which shall be kept upto-date by incorporating important decisions. The brief shall be signed by the officer who prepares it. The fact of the case shall not then be reproduced in the notes portion of the file. A copy of the brief, if necessary, be retained by another Department, when the case is referred to it.

91. To facilitate the expeditious disposal of the cases full use should be made of personal discussion between officers in the same Department if a case pertains to more than one Section. The telephone should be freely used, provided the matter is not secret. In such cases only a single note should ordinarily be prepared by the dealing officer, which may be signed by the officer consulted.

92. When it is desired to examine the proposal of another Department without showing that Department such examination, a routine file may be opened. This procedure should be adopted especially if the proposal is likely to be criticized severely. The routine file shall not be sent out to another office without special orders of the competent authority for treating it as part of the regular file.

93. With a view to having uniformity of approach in the use of abbreviations, only standardized abbreviations should be used. The under mentioned abbreviations may permissibly be used in notings:-

(1)	P.U.C	...	Paper Under Consideration.
(2)	Corr.	...	Correspondence.
(3)	U.O.	...	Un-Official
(4)	D.O.	...	Demi-Official/Officially
(5)	S.N.	...	Serial No.
(6)	K.W.	...	Keep With (File)
(7)	L.F	...	Linked File
(8)	D.F.A	Draft For Approval
(9)	Memo.	...	Memorandum
(10)	P.P.	...	Previous Paper
(11)	P.	...	Page
(12)	O.O.	...	Office Order
(13)	C.R.	...	Character Roll
(14)	Endt:	...	Endorsement
(15)	O/C	...	Office Copy

94. When a case is submitted to the Minister, a summary should be put up if the last note on the file is not self-contained.

95. On file referred unofficially from one Department/Office to another, notes should ordinarily unofficially begin immediately below the note recorded by the office referring the case. The name of the department/office where the note is recorded should be clearly typed or stamped with a rubber stamp at the beginning of the note.

96. The following procedure shall be observed by the Section Officer before submitting a file to the senior Officer:-

(a) All files shall be placed in file boards or bands. The subject and number of the file shall be written on the file cover or typed on a slip and pasted on it;

(b) Page number shall be entered consecutively on all pages of correspondence near enough to the corner of each page for them to be read quickly without turning pages over complete and far enough from the corner not to be torn off or obliterated. Reference to correspondence shall only be "P 12-13/C";

(c) Paragraphs of notes shall be numbered continuously from the beginning onwards. Reference to notes shall be "Para 25/N". However, where a summary to the Government/Chief Minister/Minister is incorporated in the notes, Para number should not be amended but the entire summary should be given one number and paras of the summary should become sub-paras e.g. 20.1, 20 .2, 20.3 and so on;

(d) All pervious papers (recorded collections) put up with a case should be chronologically arranged, the oldest being at the bottom of the file;

(e) Two or three blank sheets shall be added to the notes for the convenience of higher officers;

(f) Above the previous papers shall be placed the file cover containing the current correspondence and notes. The draft (if any) pinned with a 'Draft for Approval (DFA)' slip shall be placed inside that cover on top of 'Correspondence part of file';

(g) If some reference books have to be put up, they should, if of the same size as the file board or the file cover, be placed at the bottom and, if of a smaller size, at the top; and

(h) Where a file, which is required to be put up for information or for reference, has been printed, the printed copy and not the original copy should be submitted.

97. The following further instructions shall be observed when file/case is submitted to the Governor or Chief Minister:-

- (i) Where in cases enumerated in Schedule-V to the NWFP Government Rules of Business, an order is required to be made by the Governor, the Department concerned shall incorporate a paragraph to this effect in the summary for the Chief Minister. The Chief Minister shall tender his advice and submit the case to the Governor. After the Governor has seen and approved the case, the Secretary to Governor shall return it to Secretary to the Chief Minister;
- (ii) Where character rolls, reports or other documents are required to be submitted with a case, they should be in a properly tagged file cover or, if too bulky, be placed in envelope(s) of suitable size;
- (iii) The summary to be submitted to Governor/Chief Minister should be placed inside a special cover and properly tagged. Even where a file, to be submitted to the Governor/Chief Minister, consists of one or few sheets only, it should invariably be placed in a file cover properly tagged and placed on a file board or a band. The notes should be closed like the correspondence portion. All other files and papers, which are of no relevance to the matter under consideration should be detached; and
- (iv) Only such cases which must receive immediate attention should bear 'Immediate' slip and only those flags which are actually referred to in the summary or the notes should be allowed to stand while others removed.

197-A. Appropriate disposal of "Speak" and "Discuss" cases: There is a lack of clarity in various government instructions on the disposal of "Speak" or "Discuss" cases desired so by senior officers. Henceforth it shall be the responsibility of the senior officer desiring to "discuss" a case, or "speak" about it, to note down the outcome of the discussion, and the consequent decision(s), before the case is sent back to the subordinate officer(s) for further action or submitted to the higher authorities. In case of lengthy discussion(s), the outcome should be minuted under the signature of the senior officer.

XII. FORM OF COMMUNICATION

98. A written communication may take anyone of the following forms:-

- (a) Official letter;
- (b) Memorandum;
- (c) Demi-Official letter;
- (d) Un-Official reference;
- (e) Endorsement;
- (f) Notification;
- (g) Press Communiqué/Notes;
- (h) Telegrams, Telex and Teleprinter Massage; and
- (i) Office Order.

¹ Instructions issued vide Chief Secretary letter No.PSO/CS/NWFP/1-1/2006 dated 30.09.2006

99. **Official Letter:-** An official letter form should normally be used for correspondence with the Federal Government, other Provincial Governments, Pakistan Missions Abroad, Foreign Mission in Pakistan, the Public Service Commission, the High Court and with the public bodies and individuals. It may also be used for communicating formal sanction of Government to Attached Department and subordinate offices but not for correspondence between different Departments of the Secretariat except when a reference is addressed to higher officer.

100. An official letter should be composed of the following:-

- (a) Letter head bearing the words 'Government of N.W.F.P', and name of the Department;
- (b) Number of (file number and dispatch number) place of issue and date;
- (c) Name and designation of the Head of the Department or the sender or of the officer on whose behalf the letter issued;
- (d) Designation and address of the addressee;
- (e) Subject;
- (f) Salutation;
- (g) Text;
- (h) Subscription;
- (i) Signature and name of the officers signing the letter in parenthesis; and
- (j) Telephone Number of the sender in the top left corner. (*Specimen Appendix-III*)

101. Communications addressed to business firms or groups of individuals and organization should be in the letter form beginning with the salutation 'Dear Sir/Sirs' and end with the subscription 'Yours truly' followed by the signature and designation of the person signing the letter (*Specimen Appendix-IV*).

102. **Memorandum:-** A memorandum may be issued where a reference can conveniently be made in a brief form without observing the formalities pertaining to an official letter. The memorandum is normally employed for corresponding with subordinate offices or offices of equal status within the same Government.

103. (i) The form of a memorandum may also be used:-

- (a) for correspondence between the Secretariat and head of Attached Departments; and
- (b) in replying to petitions application for appointments, etc

(ii) It should be written in the third person and should bear no salutation or subscriptions except the signature of the officer signing it. The name of the addressee should appear on the left hand corner of the page. The memorandum should begin with the word 'Reference' applications/petition letter
No.....date.....from.....

104. The memorandum should be composed of the following:-

- (a) Letter head bearing the words "Government of N.W.F.P." and the name of the Department;
 - (b) Number of file number, dispatch number, place of issue and date;
 - (c) Designation and address of the addressee;
 - (d) Subject;
 - (e) Text;
 - (f) Signature and designation of the sender; and
 - (g) Telephone number of the sender shown in the top left hand corner;
- (Specimen Appendix-V)

105. Demi-Official letter:-

- (a) This form of correspondence should be used between Government officers when it is desired that a matter should receive the personal attention of the individual addressed. It should, therefore, be answered demi-officially by the officer to whom the communication under reply is addressed or by his successor in office;
- (b) The first and commonest use of demi-official correspondence is to supplement or explain any matter which has already been referred officially, or which is proposed to be so referred subsequently;
- (c) Demi-official correspondence may appropriately be used in cases of extreme secrecy where it is necessary to run no risk and in certain cases relating to matters of personal nature, and occasionally in cases of great urgency to save time.

106. A demi-official communication should be addressed to an officer by name. It should be written in the first person singular with the salutation 'My dear.....' or 'Dear Mr.....' and with the subscription 'Yours sincerely'. The salutation 'My dear.....' should normally be used for an officer of equal status or for an officer one step higher in status, whereas 'Dear Mr.....' shall be used for officers two or more steps higher in status. There is much to recommend the convention followed in Civil Service of Pakistan whereby officers senior by seven years or more are addressed in the form 'Dear Mr. Khan' otherwise the form 'My dear Khan' is used. In either case only surname appears in the salutation, unless an informal relationship subsists between the two officers in which case the first name can be used.

107. The demi-official letter should conform to the following particulars:-

- (a) The name and designation of the sender should be typed under the crest on the first page. The telephone number of the officer sending the communication should invariably be indicated on the top left corner.
 - (b) The name and address of the person addressed should be written at the bottom of the letter, beginning from left margin, one space or two below the writer's signature; and
 - (c) The covers of demi-official correspondence should be addressed by name.
- (Specimen Appendix-VI)

108. Demi-official correspondence should be filed with other official correspondence on the subject.

109. Demi-official correspondence should be avoided when an official letter will serve the purpose.

110. Subordinate officers usually are not required to address Government either directly or demi-officially on matters of public importance. In no case should such officers adopt the demi-official form of correspondence to make direct representation on matters such as promotion, posting, pay and the like. In all such cases, regular representations should be made through normal channel.

111. **An Un-Official reference (U.O):-** This form of communication is normally used for making inter-departmental reference between Secretariat Departments particularly when files are sent to other Departments for information or advice. (*Specimen Appendix-VII*)

112. **Endorsement:-** This form should be used when:-

- (a) A copy of a communication is to be forwarded to others in addition to the original addressee e.g. "a copy is forwarded to _____ for information/for information and guidance/for necessary action/for compliance";
- (b) Copies of orders, etc. received in or issued from a Department are sent to other Departments or offices for information and/or action. If any action is required, brief instructions regarding the action to be taken should be given; and
- (c) Copies of Government sanction to expenditure or approval to schemes are to be endorsed to the Audit Officer concerned by way of authentication of expenditure/financial commitment.

113. Endorsement should be addressed by designation. It should be written in the third person and should bear no salutation or subscription except the signature and designation of the officer signing it.

114. When the endorsees are more than one in number, the signature and designation of the officer signing the endorsement should appear at the end of the last endorsement and not after every individual endorsement. (*Specimen Appendix-VIII*)

115. **Notification:-** This form shall be used for making Gazetted appointments, postings, transfers, etc, and also for publishing rules, orders, bills, ordinance, etc. in the official Gazette. (*Specimen Appendix-IX*)

116. **Press Communiqués or Press Note:-** This form is used when it is sought to give wide publicity to a Government decision or policy through the Press (for detailed instructions see paras 146 to 157).

117. **Telegram and Fax Message.**

- (a) A telegram and telex should be issued in cases of urgency. As fast air mail services exist, no telegram should be sent if a letter with an appropriate priority marking can serve the purpose. Where fax service exists, the greatest possible use should be made of it in preference to telegram. (*Specimen Appendices X & XI*).
- (b) The text of telegram or fax message should be brief and clear but clarity should not be sacrificed for the sake of brevity;
- (c) The practice of typing telegrams in capital letters is not recommended as they are, more or less difficult to read;
- (d) Figures should be written in words e.g. 19365 should be typed "Nineteen thousand three hundred and sixty-five". If further precaution is necessary, the words "the double of which is thirty eight thousand seven hundred and thirty" may be added;
- (e) The priorities in the ascending order are as follows:-
'Ordinary', 'Express', 'Important', 'Immediate', and 'Most Immediate'. The priority desired should be clearly indicated on the typed copy.

118. 'Immediate' and 'Most Immediate' telegrams should be sent only on the authority of a Secretary/Additional Secretary/Deputy Secretary. In all cases (except cipher telegram) post copies of telegrams should be sent in confirmation.

119. When a telegram is to be sent in cipher, the message should be drafted in normal and not in telegraphic language. Needless verbiage should however, be avoided. Cipher message should be transmitted through the Provincial Crypto centre located in the Establishment & Administration Department. Instruction with regard to the grading, editing and numbering of these telegrams issued by the E&AD on the subject should be carefully observed. Cipher messages should be avoided as far as possible because:-

- (i) they are expensive;
- (ii) they involve delay in encoding and decoding; and
- (iii) the security of the cipher is liable to be compromised by its indiscriminate use.

120. **Office Order:-** This form should be used for convening instruction to be followed in the department/office and for making appointments, promotions, leave, etc; of staff (*Specimen Appendix-XII*).

121. **Drafting:-** A draft of the communication, proposed to be issued on a case submitted to a higher officer, may be prepared at any stage, if it appears that this will facilitate its disposal, in routine cases, the Section Officer should invariably put up an anticipatory draft when submitting a case for orders. A higher Officer may himself prepare a draft and authorize its issue, or submit it to the next higher officer for approval.

122. A draft communication should convey the exact intention of the orders passed both in letter and in spirit. The language used should be clear and simple. Lengthy sentences and repetitions whether of words, expressions or of ideas should be avoided. In case of lengthy and complex communication, the main points should be summarized in the concluding paragraph.

123. The following instructions should be observed when preparing a draft:-

- (a) A draft should be written or typed in double space on both sides of the paper. A sufficiently wide margin should be left for corrections and additions;
- (b) all drafts should bear the relevant file number and subject. The reference number of the addressee's letter, if any, should always be given in subsequent correspondence;
- (c) when many corrections and alterations have been made in a draft which has to be submitted to Governor, Chief Minister or a Minister, a clean copy of the amended draft should be prepared and put up with the case.
- (d) a draft should clearly indicate the enclosures which are to accompany the fair copy. Where a reference is made to some enclosures, diagonal strokes may be made against them in the margin. The number of enclosures should also be indicated at the end of the draft of the left hand margin of the page;
- (e) if copies of enclosures, referred to in the draft are available and not to be typed, the fact should be clearly stated in the margin of the draft;
- (f) when it is known that the office to which a communication is to be sent will require extra copies, the number of copies to be enclosed should be indicated in the draft;
- (g) The officer under whose signature the communication is to issue should initial the draft in token of his approval. His designation/telephone number should invariably be indicated on the draft;
- (h) The appropriate priority marking should be indicated on the draft. If any paper is to be dispatched by the special messenger or issued under registered post or under postal certificate, by Express Delivery or by Air Mail, necessary instructions should be given on the draft for the guidance of the dispatcher;
- (i) All executive actions of the Government shall be expressed to be taken in the name of the Governor;
- (j) in order to avoid objections, financial sanction shall clearly indicate to have been issued by authority empowered to do so under the relevant delegation of power rules. In cases, where no powers have been delegated to the departments, audit copy of the sanction order shall be authenticated/endorsed by the Finance Department; and
- (k) a clean copy, namely "Office copy", of the letter should be placed in the file. This should be referenced immediately before any other action is taken on the file.

124. Inter Departmental Reference; - Inter-Departmental reference shall ordinarily be made by means of an un-official reference (U.O.) either on the file itself or separately. It should be ensured that adequate number of copies of the reference are supplied by the initiating department so that action at the other end is not

delayed on account of retyping and distribution of the reference to different officers. The initiating department should, therefore, anticipate the exercise which the department to whom reference is being addressed would have to undertake.

125. Provisions of the Rules of Business regarding consultation with other departments of the Secretariat shall be carefully observed. As far as possible such consultation may also be made by personal discussion between the responsible officers of the departments concerned and the result recorded on the file through a single note agreed to by those officers.

126. A file should ordinarily be referred to other Departments of Secretariat except under the authority of an officer not below the rank of a Deputy Secretary.

127. (i) A reference to other Department(s) shall invariably be made before the submission of the case to Governor/Chief Minister or a Minister Incharge if it requires consultation with them; and

(ii) in case where Governor, Chief Minister or a Ministers Incharge has passed certain orders, if it requires consultation with other Department(s) a reference shall be made to them before further action is taken.

128. Any reference made to another Department shall specify precisely the proposal or the points on which the opinion of the Department is sought, or which it is desired to bring to the notice of that department. Reference to relevant rules, orders, etc, shall be given and the proposal embodied in the form of a draft to be issued, wherever possible. Each issue should be mentioned separately, and if wholly independent of other issue, should be referred by a separate and self-contained reference. If proposal is intended to be sent on file, all routine notes, except those which the referring officer may decide to retain on file, should be removed.

129. If it is desired to examine the proposal of another department without showing them such examination, a separate file should be opened. This procedure will normally be observed in the Finance, Establishment and Law Department. Other department may also observe it, if it is intended to criticize somewhat severely the proposal of another department before arriving at a decision on them. Only the final decision or advice will be communicated to the referring Department. The separate file containing the critical discussion should not go out to another department without the orders of the Secretary.

130. when an un-official reference is received, it should not be treated as a new case, but the discussion should be taken up from the stage reached in the referring department. Further noting, if any, should be confined to the points necessary to enable the officer to whom the case is submitted to deal with it from the point of view of the Department consulted. Such noting, unless purely formal in character, should be done on a separate note sheet attached to the file.

131. If the consulted Department has papers or a file of its own bearing on the case referred to it, such paper or file should be linked when submitting the reference for order. When the U.O reference has been dealt with, linked papers or files should be removed before returning the papers of the referring Department.

132. If a third Department is also concerned and the file is marked to it by the Department of origin, the reference should be sent to the Department direct, otherwise, it must be returned to the Department of origin, if an officer in the Department consulted refers in his note to papers in his Department, the papers referred to should be sent with the un-official reference, the office taking clear note of the further papers added.

133. If a case is received from a Department in an incomplete form the Department to which the reference is made may call for the information required to complete it.

134. Any case referred to a Department shall either be returned to the officer referring (i.e. last officer whose signature appears on it), or if this is not done, it shall, on return to the referring Department, be placed at once without further noting before that officer. The latter shall ordinarily deal with it himself without any further noting by a junior officer. If he wishes a junior officer to examine the case, he shall indicate the point or points on which he wants examination or information.

135. If a case has to be referred a second time to a Department on the same issue, it should be sent to the senior most officer of that Department (including Secretary) who may or may not have already seen it, and that officer shall follow the procedure indicated in the preceding paragraphs.

136. When a file has been referred to and returned from another Department and a difference of opinion between the Departments is disclosed, personal discussion shall as rule be substituted for further noting. If the difference of opinion is not resolved at the level at which the case was taken up, the level of personal discussion shall be appropriately raised and not more than one further note may be recorded in either Department, in any particular case. Where the two Ministers concerned have agreed after personal discussion, the Secretaries shall, if necessary, meet and record a joint note embodying the decision, and there shall be no further noting.

137. Except in cases covered by special orders, when a question has been referred to two or more Departments, the final orders of Government should be taken in the Department of origin. If it is decided, in the course of discussion that orders should issue in a Department other than that of origin, the case must be sent back unofficially to Department of origin for its transfer officially to the other Department. The original notes will then be sent with the papers, and the orders of Government will be issued from that Department.

138. Whenever it is found impossible to dispose of a case by an order from one Department alone, it should be stated in such order that orders in regard to the point

not dealt with will be issued separately in consultation with the Department concerned.

139. Any paper pertaining to other Department added to a case shall be returned to those Departments by the Department of origin immediately after orders have been issued.

140. In formal orders issued by the Administrative Department concerned on the basis of inter-departmental consultation, the advising Department should either be mentioned or its advice quoted and a copy endorsed to the advising Department for information.

141. When it is necessary to consult more than one Department on a case, the consultation shall be effected simultaneously except in cases where the multiplication of documents to be sent would involve an excessive expenditure, time and labour.

142. A demi-official letter shall ordinarily be replied at the level of addressee. If a formal reply is issued by a subordinate officer, it should ensure that the contents of the reply have been cleared by the officer to whom the demi-official letter, under reference, was addressed.

143. **Reference from the Head of attached Departments and subordinate Offices to the Secretariat Department:-** Proposals from the Heads of Attached Departments or other subordinate offices shall be in the form of self-contained communication stating the facts of the case, the points for decision and their specific recommendations.

144. It shall be the duty of the Heads of Attached Departments or the other subordinate offices to ensure that only those cases are referred to the Secretariat Departments in which they are not competent to make orders themselves. Cases received in the Department, in which they are themselves competent to dispose of, should be returned without examination.

145. **Reference to the Public Service Commission:-** Reference to the Public Service Commission should be made direct, in accordance with the procedure and instructions issued, in this behalf, from time to time.

XIII. PUBLICATION OF PAPERS

146. No papers, except those which it has been the ordinary practice to publish in the official Gazette or which are required by law to be so published, shall be published without approval of the Secretary of the Department to which the subject pertains.

147. All papers sent for publication in the Gazette shall be signed by the Secretary or by an officer authorized by him. Officers authorized to sign papers for publication in the Gazette shall sign under their own designation and not "for Secretary".

148. **Press Communiqué and Press Note:-** Press notes and hand-outs shall normally be issued by an officer of the Information Department.

149. However, before asking the Information Department for preparation of a press note, all the material and the background of the case should be made available to the Information Officer.

150. After drafting the press note, but before its issue, the Information Officer concerned shall get it cleared from the Administrative Department, preferably at the level of the Secretary or by an officer authorized by the Administrative Secretary.

151. Copies of all publishable circulars and Gazette Notification sent to the District Officers should invariably be endorsed to the Director of Information who shall decide, in accordance with the Government policy, what material should be publicized.

152. Communication from the Federal Government may be made public only when their publication is authorized by that Government or after they have appeared in the Gazette of Pakistan.

153. Copies of communications addressed to the Federal Government shall in no case be made public without the express permission of that Government. The publication of correspondence between the Federal Government and the Provincial Government which indicates a difference of opinion shall be avoided.

154. No official shall, in any circumstances, give publicity to documents which might seem to reflect upon a superior authority or give assistance to the press in formulating adverse comments upon the orders or action of a superior authority.

155. Communiqués to the press which contains a statement of policy of Government must be submitted to the Minister concerned before publication.

156. Secretaries to Government and Head of Attached Department should be publicity-minded and give out such information for publicity purposes to the officials of the Department of Information as is likely to be of interest to the public although no premature publicity should be given.

157. (a) When a Department or office wishes an official advertisement to be inserted in news-papers, it should send the draft of the advertisement in duplicate to the Director of Information indicating the number and type of newspapers, in which the advertisement is to be inserted. Payment on account of such advertisement will be made in the manner prescribed by the Government from time to time; and

- (b) All publicity material intended for the Radio or Television should be routed through the Director of Information.

XIV. PREPARATION AND SUBMISSION OF CASES

158. Every file shall consist of two distinct parts viz;

- (a) the correspondence part; and
- (b) the notes part.

The thick cardboard covers bearing two punched holes shall be used for the correspondence part of the file and the thinner folded file covers shall be used for the notes part.

159. Thick correspondence part of the file shall contain a docked sheet (*Appendix XIII*) and all communications including demi-official reference, received or issued. The correspondence part shall be arranged strictly in the chronological order and shall be firmly laced through the punched holes of the hard.

160. All pages of the correspondence part of the file, except on which nothing has been written or typed, should be serially numbered. The number should be written clearly and legibly and if the numbering has to be changed due to error or interpolation of some material, the original serial number should not be erased or over-written but simply scored out by a line drawn across it and the new number writhen thereunder. Necessary correction should also be made in the notes.

161. Each communication in the correspondence portion of the file shall be properly cross-referenced to facilitate prompt reference to the connected documents.

162. The latest communication on which action is being taken shall also be placed on the correspondence portion of the file at the end and page numbered. It may be flagged with a "PUC" (Paper Under Consideration) label and referred to in the Note portion of the file as "PUC" at page____/C".

163. Reference to correspondence shall always be made page-wise as "at PP 13-14/C".

164. (a) The note-sheet in the note-part of the file should be tagged inside the file cover at the left hand top corner so that it becomes possible to fold them backwards and bring the last portion of the note on the top; and

(b) It shall be ensured that one or two blank sheets are added to the note portion of the file.

165. The note portion of the file should not be page numbered, but shall be serially paragraph numbered continuously. References to notes shall always be made paragraph-wise as "Para____/N".

166. **Red Entry:-** All incoming and outgoing communications shall be entered in red ink in the Note portion of the file at the appropriate stage and given a paragraph number. Such entries shall be separated from the running Notes by horizontal lines drawn across the page before and after each entry as under:-

Form

The District Coordination Officer, Mardan,
No. 11447/c, dated 12th August, 2007 page 15/c.

167. The file papers comprising a case under submission shall be placed on file boards or bands, preferably the former, and arranged in the following order reading from the top downward:-

- (a) Note on the case, the last portion of the Note with the signature of the officer submitted the note facing upward;
- (b) Draft for approval (DFA) if any;
- (c) Correspondence file with the PUC fixed at the end and page numbered;
- (d) File of previous proceedings, latest upper-most;
- (e) File containing precedents, if any; and
- (f) File containing approved policy on the subject.

168. No case shall be submitted to an officer without adding and referencing the previous papers to which references may have been made in the fresh receipt or in the Notes.

169. **Flagging references and use of flags:** - All previous papers, rules, regulations, precedents and policies etc; to which reference has been made in the fresh receipt or in the note shall be indicated by giving the number of the page or paragraph and number of the relevant file in the margin in pencil and where necessary, by flagging with alphabetical slips. The slips should be pinned neatly under the pages, the sharp end of the pin being hidden between the slip and the page. When a large number of references are to be flagged, the slips should be so spaced as to be clearly noticeable. If reference are flagged with alphabetical slips, the number and pages of the relevant file or documents should also be indicated in the margin (in the notes part) so that if the slips are lost or removed at a later stage, the reference can still be located. If the document put up for reference is a report, periodical or other publication its full title, etc. should also be given in the margin in ink, unless it is clearly mentioned in the Note itself by name. In the case of a file its number must be noted.

170. Reference books normally available with the officers should not be put up with the file but the relevant pages to which attention is to be drawn be indicated in the margin. If some reference books have to be put up, they should, if of the same size as the file board or file cover be placed at bottom of the case papers if of a smaller size they should be placed at the top to prevent them from slipping out.

171. Linking of files.

(a) Linking of files on which action is in progress should, as far as possible be avoided. As a general rule, this practice should be resorted to only when the files are inter-connected and orders have to be passed on them simultaneously. If a reference has to be made to papers in another current file, relevant extracts should be taken if the matter involved is not too lengthy; and

(b) Where linking is necessary, a slip should be attached to the top binder of the file board indicating the number of cases and file number on which orders are required.

172. The references put up should be restricted to those actually required for the disposal of the case. Where references to previous letters occurs in the documents under consideration, the files containing these letters should be put up only, if required to elucidate the subject.

173. Where a paper which has been printed is required for information or reference, a printed copy, and not the original, should be submitted in the absence of orders to the contrary.

174. Files must be kept flat and not folded at the middle or doubled back to display particular pages.

175. Use of Priority Labels:- The use of priority labels shall be restricted to cases where they are absolutely necessary. Utmost care should be exercised in the gradation of references and priority labels must not be used indiscriminately.

176. The label shall be fixed to the top binder of the file board. Once a particular priority has been given to a file, it should not continue to have the same priority automatically. Each officer dealing with a file shall satisfy himself at every stage that the correct priority has been given to it. He should change the priority if he considers it appropriate to do so.

177. Treatment of priority cases:- Cases requiring instant attention, to the exclusion of all other work which an officer may be doing at the time, should be labelled "IMMEDIATE" Cases labelled "IMMEDIATE" shall be sent to the residence of the officer concerned after office hours and on holidays, if necessary. If sent to the residence the officer shall deal with the case promptly and if possible, return it with

his orders to the person who brought it. "IMMEDIATE" label should be used most sparingly.

178. A fortnight before the commencement of an Assembly Session, all file relating to Assembly Business shall be labelled "ASSEMBLY BUSINESS". It shall have the equivalent value of an "IMMEDIATE" label.

179. Files relating to budget matters shall have the word "BUDGET" printed below the immediate and Urgent Labels.

180. Cases requiring attention within 48 hours of submission shall be labelled "URGENT".

181. Priority reference should be separated from ordinary receipts as soon as they are received in the Receipt and Issue Branch or Section concerned and should be diarized and transmitted at once. No time should be lost in dealing with them at any stage and should be passed on from one person to another through special carriers.

182. **Movement of Files:** - Movement of files should be noted by the Assistant under the direction and supervision of Section Officer. These entries should be crossed out in pencil on return of the file.

183. The movement of file which has not been allotted a file number should be shown in the Section Dairy.

184. The officer submitting priority cases shall keep a close watch over them, and it shall be his duty to remind personally or otherwise those concerned if he finds that a case is being unduly delayed.

XV. RECEIPT AND DISTRIBUTION OF URGENT PAPERS AFTER OFFICE HOURS AND ON HOLIDAYS

185. (a) The Section Officer or the official on duty in the Establishment & Administration Department and the Resident Superintendent-cum Caretaker shall deal with any matter requiring urgent attention after office hours or on holidays. They will, for instance, be responsible for:-

(i) Receipt and prompt dispatch to the quarter concerned of all letters, telegrams files and messages, received after office hours or on holidays;

(ii) Sending papers and cases labelled "IMMEDIATE" or marked "RESIDENCE" to the residence of the officer concerned by special messenger;

(b) They shall arrange for the efficient disposal of the work and particularly ensure that a competent clerk is put on telephone duty, who should, by some arrangements, be able to contact the concerned officer in cases of emergency.

XVI. TYPING AND DESPATCH

186. Typing:-

- (a) When the issue of a draft communication has been authorized, the typing of the fair copy together with enclosures will be done by the Private Secretary, Personal Assistant or Stenographer attached to the officer under whose signature the letter is to issue;
- (b) When fair-typing a draft communication, the space for date shall be left to be filled in by the dispatch clerk at the time of issue. The officer signing the fair copy will, however, record the date on the office copy of the draft below his signature/initial. The date so filled/recorded should not only show the date and month but the year also. The authenticating officer of Finance Department may also date his signature. The date of issue should be inserted by the Administrative Department at the time of actual issue;
- (c) Where twelve or more copies are required, a stencil should be cut and the required number of copies produced on duplicating machine or on Photostat machine;
- (d) Important circulars, which require wide publicity or circulation, should be printed;
- (e) Approved copy of the draft should be retained along with office copy;
- (f) All secret and confidential papers for reproduction through the duplicating machine should be handed over personally to the official incharge of the Receipt and Issue Branch;
- (g) All typed work should be carefully scrutinized with regard to its accuracy, neatness and correct display. The Section Officer should also look through the fair copies before sending them up in a pad for signature of higher Officer concerned; and
- (h) The fair copies complete with their enclosures together with the approved draft and the office copies, if any, should be placed in pad when putting them up to the officer concerned for their signature.

187. Dispatch:- The normal agency for the dispatch of all communications files, etc; to departments or offices by the post shall be the Receipt and Issue Branch. The delivery of local Dak to Department and offices shall be handled by the Receipt and Issue Branch through the Dak Delivery Book. Private Secretaries and Stenographers attached to officers and Section Clerks, may however, dispatch secret, confidential or urgent communications wherever required to do so. They may either dispatch such communications direct through means at their disposal or enclose them in covers and pass them on to the Receipt and Issue Branch for onward dispatch.

188. (a) The Superintendent of the Receipt and Issue Branch shall ensure that letters, etc; are actually dispatched on the same day; in any case not later than the next morning and the office copies are return to sections immediately after despatch; and

(b) The ordinary Dak shall be dispatched twice a day (9.00 a.m. and 11.30 a.m.) but urgent and immediate communications are to be sent without delay.

189. The date on a communication being issued shall be the date on which it actually issues. Ordinarily the original date, if one has already been inserted, should stand but if there is a delay of more than 24 hours, the original date should be altered. In any case a second date along with the original date should not be added. Communications should never bear a double date.

190. (a) Document to be sent by post should be placed in covers and the names and addresses of the addressee should be neatly and correctly written or typed on the Economy slip, which should be used for covers containing ordinary (i.e. unclassified) communications except when the contents are bulky or when it is proposed to send the cover by insured post. Economy slips should not be used for covers addressed to Foreign Countries or to officials of Foreign Mission in Pakistan or for covers containing secret and confidential documents; and

(b) Daftaries in the Receipt and Issue Branches should be properly instructed regarding the correct use of Economy Slip and the manner of affixing stamps so that when opening the envelopes at the receiving end, they are not damaged.

191. The Dak to be sent out by post shall be entered in a separate register, and the entries should show the reference number, particulars of the addressee and the amount of stamps affixed on each letter, telegram, etc.

192. For the purpose of distribution of circular letters etc, by post to Head of Attached Department, other subordinate offices etc., outside Provincial Headquarter a separate list of such Departments/Offices, showing the number of copies to be sent to each, shall be maintained by all Receipt and Issue Branches.

193. After communication has been dispatched, the office copy shall be rubber stamped "ISSUED" initialled and dated by the Dispatch Clerk, and returned immediately to the Section/Branch concerned.

194. The following procedure for dispatch shall be followed in the Receipt and Issue Branch:-

DISPATCHER:-

- (a) Receives papers for dispatched;
- (b) Checks the enclosures, if any;
- (c) Inserts number and date of dispatch both in the fair copy and in the office copy;
- (d) Separates fair copy from the office copy;

- (e) Affix rubber stamps "ISSUED" on the office copy and puts his dated initial under it;
- (f) Return office copy to the Section concerned;
- (g) Places fair copies in the relevant compartments of the sorting racks, if any;
- (h) Clears compartments of sorting rack one by one and arranges letter office-wise, separating communication for local dispatch from those to be dispatched by post;
- (i) Enters communications for local dispatch in Dak Delivery Book;
- (j) Prepares covers where necessary and writes addresses on covers or Economy Slip as the case may be, for communication to be dispatched by post (cyclostyled or photostated address slip shall be used for addresses frequently addressed);
- (k) Passes covers on to Daftari;
- (l) On receipt of covers from daftari the dispatcher will;
- (m) Make necessary entries in the Register of Stamp Account;
- (n) Hand over covers to Naib Qasids for posting; and
- (o) At the end of each day Dispatcher shall check the Dak Delivery Books and satisfy himself that all Daks delivered by hand has been properly acknowledged by the addressees concerned.

DAFTARI:-

- (a) Closes covers;
- (b) Weighs and notes value of postage stamps required;
- (c) Affixes required postage stamps;
- (d) Franks covers with rubber stamps; and
- (e) Returns covers to the Department.

195. **Action after Despatch:-** After issue of a communication the Section or Branch Clerk-cum-Record Keeper (or Assistant in case no Branch Clerk-cum-Record Keeper has been provided/posted) shall arrange the papers in the file. The typed office copy, or the original draft, as the case may be, shall be brought on to the file in its proper place, duly referenced and given the appropriate page number. He will then make the relevant red ink entry in the note part and place it on the Section Officers table for further orders, if any.

196. If the communication issued calls for a reply, or further action is to be resumed at a later date, the Section Assistant shall mark "Remind" or "Pend" as the case may be, on the note sheet and indicate the date on which the Section/Branch Clerks shall re-submit the file. If the communication issued constitutes final disposal and no other action has to be taken on the file it should be marked "Record" with the approval of the Section Officer.

197. The Section Assistant or Section Clerk, as the case may be, shall maintain a record of pending cases in the 'Pending Register'. He should enter date-wise the:-

- (a) No. and subject of pending cases to be resubmitted on a particular date;
- (b) No. and subject of pending cases on which reminders are to be issued on specified dates; and
- (c) No. and subject of pending cases which have been referred unofficially to other departments and their return is awaited.

Note:- The requirements mentioned in paragraphs 196 to 197 are most important often overlooked, and must be vigorously enforced.

198. The Section Officer shall consult this dairy every morning and shall take action on all files requiring attention on that date.

199. The Deputy Secretary should check the dairy periodically to ensure that the procedure outlined above is being observed properly by the Section.

XVII. PRESERVATION OF RECORDS, RECORDING, INDEXING, CLASSIFICATION, WEEDING AND PRINTING OF RECORD

200. Definition:-

- (1) Preservation of records includes recording, indexing, printing, classification and weeding of files, which should be done as a continuous process, action on a file should not be treated to have been completed unless it has been properly recorded.
- (2) In these instructions:-
 - (a) 'Recording' means the process of closing of a file after action on all issues has been completed;
 - (b) 'Indexing' means preparation of index slips for each file and ultimately an Annual Index of the files of the Department;
 - (c) 'Classification' means classification of files into "Secret" and "Confidential";
 - (d) 'Categorization' means categorization of files into various categories on the bases of period for which they should be preserved; and
 - (e) 'Weeding' means sorting out and destroying of those records which have outlived their utility and need no longer be preserved.

201. **Recording:-** Where a communication issued finally disposes of a case, the Section Officer shall take the following further action before passing it on to the Section Assistant/Section Clerk-cum-Record Keeper (as the case may be):-

- (a) Read through the notes and correspondence and verify that no further action remains to be taken on the case.

- (b) Take extracts of important orders, decisions, advice, etc; for incorporation in the reference register;
- (c) Check and satisfy himself that all pages are complete and intact;
- (d) Remove and destroy all unimportant papers, routine notes and slips and other papers not material to the case;
- (e) Remove and destroy drafts or papers which have been printed or typed (except copies initialled by officers), proofs and any other duplicates of papers otherwise appearing in full on the record;
- (f) Remove all pins, clips and tags, if any;
- (g) Transfer notes to the correspondence file (Notes at the bottom following the correspondence) and lace them together securely, changing the file cover, if necessary, in case the existing one is mutilated; and
- (h) The index card already prepared may be appropriately revised where necessary.

202. On receipt of a file marked for record, the Section Assistant/Section Clerk-cum-Record Keeper, as the case may be, shall:-

- (a) Note the recording date and the classification of the file in the relevant columns of the file register (*Appendix-XIV*). He should also maintain an annual register of recorded file as shown in (*Appendix-XV*);
- (b) Enter the serial number of the file on the relevant page of the Register of Files due for destruction (*Appendix-XVI*). This register should contain at least one page for each calendar year and the serial number of files due for destruction in a particular year should be entered on the relevant page;
- (c) Place the file among other recorded files in its appropriate place; and
- (d) The Section Assistant/Section Clerk-cum-Record Keeper shall also perform the following duties:-
 - (i) Note the number of connected File(s) or previous reference(s) on the file cover of the file being recorded and also on the cover of the file under reference;
 - (ii) Have all torn pages mended and twisted pages straightened;
 - (iii) See that all marginal references both in the notes and correspondence are either available on the file or in Appendix at the end of the file or are duly referenced so as to make them readily traceable. (In this process flags shall be clearly identified with or replaced by names or relevant document, number of files, page numbers, Para numbers, etc);
 - (iv) Write or type the full names of officers (who deal with the file) with correct spelling and their designation below signature where-signatures of the officers are not legible; and
 - (v) Having completed the above action, place the file among other recorded files in its appropriate place or stamp the file "Recorded" in the margin of the last Para of the Notes, initial it and mark the file to the Record Room.

203. **Preparation of Index Card:-** As a general rule, index cards should be prepared simultaneously with the opening of a new file to which a subject title and number have been allotted. It will be convenient to use index cards of two different colours as under:-

WHITE - For all Files,

BLUE - for the policy files. Thus policy files will have two cards each.

(For Specimen of index cards see *Appendix-XVII and XVIII*)

204. The index head selected should be entered on the main subjects index card (WHITE). Headings of subsidiary cards (BLUE) should be written in red ink on the main card so that if it becomes necessary to deal with all the cards relating to a file (e.g. to transfer it to another Section, after its number, etc.) the main card would at once show if any subsidiary cards also exists. The entries on the subsidiary cards should be sufficient to indicate the subject and number of the file required without further reference.

205. The index cards should be arranged strictly in alphabetical order.

206. The selection of suitable subject heading for a file and the preparation of the Index Cards should be done by the Section Assistant in consultation with the Section Officer, if necessary.

207. The card index should be in the custody of the Section Assistant/Section Clerk-cum-Record Keeper, but must be readily available to the concerned staff working in the Section/Branch at all times.

208. The annual index of the proceedings of a Section for a particular year should be prepared from the index cards and printed in the beginning of the following year.

209. **Categorization:-** For the purpose of permanent or temporary preservation of the recorded files, each file shall be categorized as under showing the period of retention on the docket sheet of that file:-

- (a) Category 'A' - Permanent files to be printed.
- (b) Category 'B' - Permanent files not to be printed.
- (c) Category 'C' - Life 5 to 15 years.
- (d) Category 'D' - Life up to 4 years.

210. **Category 'A': Permanent Files to be printed :-** The 'A' category shall include important files of permanent utility and have to be preserved with utmost care as they will be required frequently for reference purposes over a long period of years, more than one copy of such files will be needed for working purposes. They will, therefore, be properly recorded, indexed and printed. Only printed copies shall be used for working purposes. The original manuscript files shall be preserved with the

utmost care and put up with a case only when absolutely necessary. As a general rule, the following types of files shall be included in this category:-

- (a) Files containing discussion or orders on important matters of policy legislation, rules and regulation;
- (b) Files containing orders establishing important procedures, or conveying important instruction of a general nature;
- (c) Files of historical, academic or public importance;
- (d) Files relating to individuals whose importance warrants retention of their cases permanently; and
- (e) State documents such as treaties and agreements with Tribal Areas.

211. **Category 'B': Permanent Files but not to be printed:-** The files included in 'B' category will also be of permanent nature but frequent references to them may not be necessary and original manuscript itself would be sufficient for working purposes. Such files shall not be printed but will be properly recorded, indexed and retained permanently. If at any time it becomes necessary to print a category 'B' file it may be transferred to category 'A' and printed. The service records of the Government Servants should be classified under this category subject to revision of classification after each five years.

212. **Category 'C': life 5 to 15 years: -** The 'C' category will include the files which have limited utility and will be retained for periods ranging between 5 to 15 years, depending on the nature of the files. They will not be printed but will be properly recorded and indexed. It is not possible to lay down any hard and fast rule for determining the period for which a file of this category should be retained, as it will largely depend on the nature and importance of the subject discussed in it and the frequency of the use to which it may be put. Section Officer should, therefore, exercise discretion in the matter in the light of past experience and decide as to which the files should be included in this category and for what period should be retained. The classification of each of these files should be reviewed at the end of the allotted period and, if no longer required, should be destroyed.

213. **Category 'D': Life upto four years:-** The 'D' category will consist of files containing correspondence of routine or temporary nature which are not likely to be required beyond a period of three years. These will therefore be retained for a period ranging between one and four years, according to their relative importance, these files need not be indexed but should be retained in the Sections, Branches for the allotted periods and thereafter destroyed.

214. **Secret and Confidential Files:-** The security classification of files which have ceased to be secret or confidential should be down graded under the order of the Secretary concerned. When this is done, they should be recorded, indexed and classified as ordinary files.

215. Where files are to remain secret or confidential, they should be recorded under the instruction of the Section Officer and should remain in his personal custody. He should also maintain a register of secret and confidential recorded files in the form at *Appendix-XIX*.

216. At the time of handing over and taking over charge of a post, the officer taking over charge should satisfy himself that all the confidential files recorded in the register are in their proper place and sign the register at the end of the last entry in token of having received them.

217. A copy of the list of the files which remain in the custody of the Branch Officer should be supplied to the Section concerned to enable them to put up any fresh receipt direct to the Branch Officer concerned.

218. Secret or confidential files which are more than three years old and are not current, may be sent to the Section/Branch concerned to be placed in separate almirah, the keys of which should be in the personal custody of the Section Officer/Superintendent.

219. **Printing of Files:-** Only files classified as Category 'A' shall be printed through the Government Printing Press or otherwise reproduced. Before sending a file for printing, all matters of a routine nature, dates and number of un-official references and the alike should be struck out, and the text carefully edited by the Section Officer concerned. In case of correspondence, the subject of the letter and full particulars of the sender and addressee should be shortened, and the letter heads omitted altogether. For example, for the words and figures:-

GOVERNMENT OF N.W.F.P.

No.....

Finance Department

Peshawar, dated

To

The Secretary to the Govt. of Pakistan,
Ministry of Finance, Islamabad.

Subject:-

Dear Sir,

Yours faithfully,
A.B.C.,
Secretary to Government

The following shall be substituted:-

"Letter No.....dated.....from Mr. ABC, Secretary Finance Department, Govt. of NWFP, to the Secretary, Govt. of Pakistan, Ministry of Finance.

Subject
..... Text....."

and the words "Yours faithfully" and the signature of the officer at the end of the letter omitted altogether.

220. **Weeding and destruction of files:-** When notes are printed, the names of the Governor, Chief Minister, Ministers and Secretariat Officers should be printed in full at the end of each note written by them.

221. Starting from January each year the Section Officer will undertake an exercise for sorting out files out for destruction during at year. He shall prepare a list of all such files.

222. The Section Officer will go through each file and obtain final orders of the Deputy Secretary/Additional Secretary with regard to its destruction or preservation for a further period. The Deputy Secretary/Additional Secretary will pass his order on the list submitted with the files. The files together with the list will then be returned to the Section Officer for further action.

223. (a) Against the files which have been destroyed or those the period of retention of which has been extended, the date of destruction or period of extension, as the case may be, shall be entered in appropriate register by the Section Officer. When the life of the file is extended, the new date shall be carried forward accordingly.

(b) The secret and confidential files and papers due for destruction shall be burnt under the personal supervision of the Section Officer who will note the fact in the Register of recorded files. Other files to be destroyed shall be effectively torn and disposed off as ordered by the Government from time to time.

224. The various registers used in the Departments of Secretariat should be categorized and preserved/retained for the period indicated against each as under:-

- | | | | |
|-----|--|------|-------------------------|
| (a) | File Register | | Category 'A' Permanent |
| (b) | Register of Files due for destruction. | | Category 'B' Permanent. |
| (c) | Section Dairy Register | | Category 'C' 5 years |
| (d) | Dak Book | | Category 'D' 2 years |

PART-IV
(Miscellaneous)

225. **Checks on delay:-** The primary responsibility for the expeditious disposal of all references and other work pertaining to a Section rests with the Section Officer concerned, but supervising officers, in particular the Deputy Secretaries, shall be responsible for ensuring that the Section Officers under their control do not delay action on any fresh reference received or final disposal of a reference on which some interim action has been taken.

226. In order to keep the Deputy Secretaries regularly apprised of the correct position regarding pending references and cases and to enable them to exercise proper check on delays, every Section Officer shall submit in duplicate to his Deputy Secretary two separate fortnightly statements in the prescribed form (*Appendices – XX and XXI*) within a week of closure of each fortnight.

227. In order to obviate the necessity of having to prepare long list of pending cases in *Appendices* every fortnight, a list once prepared can continue to be sent to Deputy Secretary every subsequent fortnight with necessary omissions and additions, and a new list prepared after the expiry of a period, say three months. The entries regarding cases finally disposed of should be scored out and fresh pending cases beyond the specified period entered. On each occasion the Deputy Secretary's copy should be brought up to-date by mutual arrangement between the Section Officer and the Deputy Secretary concerned.

228. In order to attract special attention to references received from the Federal Government, entries in column 4 of the both statements shall be underlined in red ink. These references should be attended to expeditiously.

229. The object of allowing a gap of one week between the end of the fortnight for which arrears statements are required to be prepared and the dates on which they should actually be submitted, is to provide reasonable time to Section Officers to take action on most, if not all, pending references and to submit as short an arrear statement as possible. It does not mean that Section Officers are permitted to delay action on receipts for one week, or that notice of such delays will not be taken.

230. The Deputy Secretary shall, after scrutinizing each item on the arrears statement and indicating to the Section Officer with references require special attention, return one copy to the Section Officer and retain the other with himself. He may bring such cases to the notice of the Secretary as he may consider necessary.

231. In the case of pending references/cases included in Form 'B' Appendix it shall be the responsibility of the Section Officer to pursue them after reasonable lapse of time in each case by issuing suitable reminders where necessary to the quarters from which replies are awaited. Section Officers should realize importance of adequate

follow up of cases. Routine reminders (Including telegrams and fax messages) by themselves and demi-official reminders by higher officers. To this end, Section Officers are empowered to make any member of their staff responsible for the prompt submission of pending cases on specified date for the issue of reminders. Where an entire case file has been referred to another department for information or advice a note should be kept for the issue of a timely reminder for the return of the case.

232. **Reminders** The following system of reminders may be adopted as a matter of routine. The first reminder to another department or subordinate office should be an unofficial reference or office memorandum issued after reasonable lapse of time. The second reminder should be a demi-official letter by the Section Officer or Deputy Secretary. If there is still no response the matter should be taken up at a higher level by Deputy Secretary/Additional Secretary or the Secretary. Such written reminder should, of course, be supplemented by telephonic reminders to the officers concerned. The Federal Government or other Provincial Governments and officers not subordinate to Governments should be reminded by official and demi-official letters.

233. Where it is necessary to consult various departments or offices a definite time-limit for replies shall be fixed, noted on the file, and if necessary, communicated to them. On the expiry of the time-limit, it should be decided whether an express reminder or a demi-official letter should be issued or the case proceeded without awaiting further replies.

234. On receipt of a third reminder, the officer receiving it should himself, wherever possible, secure the pending file and dispose of the case as expeditiously as possible or arrange for its quick disposal by the Officer dealing with the case.

235. **Authorization slip for taking Government papers outside the Secretariat compound wall.**

No member of the ministerial staff shall, in any circumstances, take any paper away from the Secretariat except with the previous permission in writing of the Section/Branch Officer in the following form:-

Authorization slips for taking Government papers outside Secretariat compound wall.

Number of files/letters, etc. Designation.....Carried by.

Signature and stamp
of the Officer
Authorizing the movement

236. Submission of periodical statement/report on due dates:-

To ensure that all reports and returns due for submission are sent on the prescribed dates, a consolidated control chart should be maintained in the form at Appendix-XXII. This chart should be displayed prominently in the Section and the Section Assistant should put up the returns well in time for further disposal on the fixed dates.

237. Copies of the chart should be placed on the table of every Deputy/Additional Secretary and Section Officer of each department. The Deputy/Additional Secretary should keep the chart under constant watch to ensure that replies to the time limit references are sent and the standing reports and return submitted to the authorities concerned by the due dates, thus providing for proper supervision and check.

238. The Administrative Secretaries may consider the question of introducing similar devices in respect of reports and returns in the Attached Departments and Subordinate Offices under their administrative control.

239. Meeting with the staff: The Secretary or the Additional/Deputy Secretary should endeavour to convene meetings of all officers in the Department and Heads of Attached Departments once a month or once every quarter to discuss:-

- (a) Important pending cases;
- (b) Specific problems calling for general expression of views or exchange of ideas; and
- (c) Question of general interest concerning the Department as a whole.

240. The Deputy Secretary/Additional Secretary should hold periodical meetings with the Section Officers.

241. All meetings shall be business-like. Brief minutes shall be recorded mentioning only the silent points considered and decisions taken. Individual points should not be recorded except on request.

242. Correspondence with members of the public

A mechanism for continuous review and control should be introduced in each Department of the Secretariat and its Attached Departments dealing with matters directly affecting the public in order to ensure that:-

- (i) A letter received from a member of the public is acknowledged where necessary; and
- (ii) A final reply is invariably sent after consideration of the case.

243. The forms and letters addressed to the members of the public should be politely worded and neatly printed or other wise reproduced on stationery of suitable quality. The salutation "Dear Sir/Sirs" and subscription "Yours truly"

should be invariably used while addressing communication to non-officials or group of individuals.

244. Inspection

(a) The Deputy Secretary shall inspect working of their Sections once every six months and senior Officers, not below the rank of Additional Secretary shall make similar inspection annually. They shall pay special attention to:-

- (i) Compliance with Rules of Business, manual of Secretariat Instructions, Standing Orders and office Directives;
- (ii) Security arrangements;
- (iii) General office managements;
- (iv) Proper use and care of Government property and equipment;
- (v) Arrangements for the disposal of work by the Section/Branches in the temporary absence of its section officer/superintendent; and

(b) A guide to inspection is at *Appendix-XXIII*.

245. Residential addresses of all the staff members (with residential telephone number where available) nearest telephone connection/the name of nearest police station and its telephone number shall be kept by the General Administration Section of each Department. Each Section will also be responsible to keep this information available in the form of chart and displayed in the Section at visible place.

246. Separate registers may be maintained in each Department of the Secretariat and entry made therein in respect of items pertaining to the following to ensure proper follow-up and timely implementation. The state of progress of every such item shall be reviewed after every fortnight except in respect of items for which time has been specified:-

- (i) Decisions of the Federal Cabinet;
- (ii) Decisions of the Provincial Cabinet.;
- (iii) Decisions of C.C.I;
- (iv) Directives of the President of Pakistan;
- (v) Directives of the Prime Minister of Pakistan;
- (vi) Directives of the Governor, N.W.F.P.; and
- (vii) Directives of the Chief Minister.

XVIII. CONDUCT OF CASES IN THE COURTS

247. Instructions regarding, the conduct of cases of Provincial Government in Courts etc., shall be issued by the Law Department. Model instructions are at *Appendix-XIV*.

XIX. APPROVAL OF DEVELOPMENT SCHEMES

248. Development schemes whether original or revised are required to be prepared on Planning Commission Form I and submitted to the competent forum for approval. Each and every item of the PC-I is required to be filled in and irrelevant parts clearly marked as not applicable. PC-Is of schemes with building component should invariably be accompanied by the relevant site plan, line plan, detailed drawings and detailed cost/quantity estimates. No scheme is to be approved on the basis of rough cost estimates. In case of roads and bridges schemes proper survey and feasibility report be provided. Item-wise breakdown of both the development and recurring cost should be given and full justification for recurring cost, item wise be given in each case.

249. The Administrative Department after scrutiny will forward scheme to the Planning and Development Department.

250. The powers delegated to the Administrative Department in sub- Committee are to be exercised subject to the conditions that:-

(i) The scheme should have been scrutinized and approved by a sub-committee consisting of members as indicated below:-

- | | | |
|-----|---|------------|
| (a) | Secretary to Government in the
Concerned Department | (Chairman) |
| (b) | A representative of Finance Department
(Not below the rank of Deputy Secretary). | (Member) |
| (c) | A representative of Planning & Development
Department (not below the rank of
Deputy Secretary). | (Member) |

When there is unanimity, no reference to the Provincial Development Working Party shall be necessary but in case of difference of opinion, the scheme shall be referred to the Provincial Development Working Party.

- (ii) These powers shall be exercised only in respect of Plans/Schemes involving expenditure of Development nature.
- (iii) No expenditure on a scheme shall be incurred unless there is a provision in the Development Budget of the year.
- (iv) The scheme so sanctioned shall be sent to the Planning and Development Department and Finance Department simultaneously, for their record.
- (v) Where any of the Members is not present the scheme should not be approved unless, of course, that Member has sent his comment in writing and these comments have been considered by the Sub-Committee.
- (vi) The scheme sanctioned are in line with the objectives of National Plans and there no deviation from the principle and policies laid down in the Plan.

(vii) The schemes do not have economic or other repercussions beyond the Province.

(viii) Meeting of the Departmental Sub-Committee shall be presided over by Administrative Secretary and in no case by other officer.

(ix) The Powers delegated to Administrative Departments without Sub-Committee/Heads of Departments and officers in Category-I shall be subject to the following conditions:-

(a) No expenditure shall be incurred on a scheme unless necessary provision for such expenditure exists in the Development Budget or the Non-Development Budget of that year, as the case may be.

(b) In case of Development Schemes, copies thereof shall be sent to the Planning and Development Department and the Finance Department for their record.

251. A meeting of Departmental Sub-Committee, which is presided over by Administrative Secretary but is not attended by one of the members would be irregular meeting. This will not apply to a meeting where the absentee member has communicated his views about the schemes to be considered in the meeting in writing to the Chairman of Committee in advance.

(i) The Departmental Sub-Committee meeting will in no case be held without any one of its permanent members except with the consent of the concerned member. To ensure full participation notice, and working papers along with PC-I, estimates etc. for the meeting would be circulated.

(ii) The Departmental Sub-Committee will not consider any scheme original or revised not cost on the proper PC-I and unaccompanied by proper estimates. However if it so desires it may approve such schemes in principle but in no case allow work on such schemes.

(iii) In important cases where the scheme is approved in principle as above and necessity for authorization of work is felt the Chairman P.D.W.P., or DSC may be requested for such authorization.

(iv) All the Non-ADP schemes shall be placed before the PDWP for consideration irrespective of cost.

(v) The minutes of the department Sub-Committee would be prepared and circulated by the Secretary to all concerned. The minutes under each item of the agenda should consist of 2 portions i.e. discussions and decision. The decision, of the scheme so approved should invariably indicate the cost at which it is approved.

XX. PROVINCIAL DEVELOPMENT WORKING PARTY

252. The PDWP comprises of the following:-

- | | | |
|-----|---|---------------------|
| (a) | Additional Chief Secretary, Planning & Dev. Deptt; | (Chairman) |
| (b) | Secretary, Finance Department. | (Member) |
| (c) | Secretary of the concerned Administrative Department. | (Member) |
| | and | |
| (d) | Secretary Planning and Development Deptt: | (Secretary of PDWP) |

- Section Officer (O&M)
Establishment & Admin. Deptt.
- (i) There is no ban on the PDWP if it feels necessary, to call for, or to consider, any scheme below its powers referred to it by the Departmental Sub-Committee or Administrative Department.
 - (ii) The PDWP will also consider for approval schemes below its powers which do not fall solely within the jurisdiction of any one of the Administrative Department but pertain to the whole of the N.W.F.P.
 - (iii) Schemes should be submitted to the PDWP through the Planning and Development Department fully completed.

253. These powers will be subject to the following conditions:-

- (a) The schemes sanctioned by the PDWP are in line with the objectives of the National Plans and there is no deviation from the principle and policies laid down in the plan.
- (b) The schemes do not have economic or other repercussions beyond the Province.
- (c) A copy of PC-I form the scheme will be furnished to the Planning Commission at least 10 days before the meeting of the Provincial Development Working Party at which it is proposed to consider the scheme to enable the Planning Commission to furnish their views, if they so desire. The Planning Commission will also have the right to attend the meeting of the Provincial Development Working Party.
- (d) A copy of the scheme finally approved by the Provincial Development Working Party will be promptly furnished to the Planning Commission, the Ministry of Finance and other agencies concerned.

XXI. ECNEC

254. All schemes within the powers of the ECNEC will be placed for final approval before E.C.N.E.C. through the Planning and Development Department.

255. A list of reference books is attached as *Appendix-XXV*.

APPENDIX-I
[Paragraph 3 (b)]
LIST OF AUTONOMOUS BODIES

Sl No	Name of the body	Designation of the Head of the Body
1	2	3
I. <u>AUQAF, HAJ, RELIGIOUS AND MINORITY AFFAIRS DEPARTMENT</u>		
1.	Administrator Auqaf Administrator
II. <u>WORKS & SERVICES DEPARTMENT</u>		
2.	Frontier Highways Authority	... Managing Director
3.	Abaseen Construction Corporation	... Managing Director
III. <u>HIGHER EDUCATION DEPARTMENT</u>		
4.	G.I. Khan Institute of Engg: Science & Technology Swabi.	... Vice Chancellor
5.	University of Malakand.	... Vice Chancellor
6.	Frontier Women University Peshawar	... Vice Chancellor
7.	University of Engg:& Technology Peshawar	... Vice Chancellor
8.	University of Agriculture Peshawar	... Vice Chancellor
9.	University of Science & Tech: Bannu	... Vice Chancellor
10.	Education Testing Evaluation Authority, Peshawar.	... Vice Chancellor
11.	University of Peshawar.	... Vice Chancellor
12.	Hazara University of Science & Tech: Mansehra.	
13.	University of Science & Tech: Kohat.	... Vice Chancellor
14.	Gomal University D.I. Khan.	... Vice Chancellor
15.	Frontier Education Foundation	... Managing Director
16.	Institute of Management Sciences Hayatabad, Peshawar.	... Vice Chancellor
17.	Education Employees Foundation Peshawar.	... Vice Chancellor
18.	Higher Education Regulatory Authority.	... Chairman
IV. <u>SCHOOLS AND LITERACY DEPARTMENT</u>		
19.	B.I.S.E Malakand.	... Chairman
20.	B.I.S.E D.I. Khan.	... Chairman
21.	B.I.S.E Mardan.	... Chairman
22.	B.I.S.E Bannu.	... Chairman
23.	B.I.S.E Swat.	... Chairman
24.	B.I.S.E Abbottabad.	... Chairman
25.	B.I.S.E Kohat.	... Chairman
26.	B.I.S.E Peshawar.	... Chairman
27.	NWFP Text Book Board, Peshawar.	... Chairman

V. HEALTH DEPARTMENT

- | | | | |
|-----|---------------------------------------|-----|-------------------|
| 28. | Leady Reading Hospital, Peshawar. | ... | Chief Executive |
| 29. | Hayatabad Medical Complex, Peshawar. | ... | Chief Executive |
| 30. | Khyber Teaching Hospital, Peshawar. | ... | Chief Executive |
| 31. | Ayub Medical Institution, Abbottabad. | ... | Chief Executive |
| 32. | NWFP Health Foundation, Peshawar. | ... | Managing Director |
| 33. | Khyber Medical University Peshawar. | ... | Vice Chancellor |

VI. FINANCE DEPARTMENT

- | | | | |
|-----|-----------------|-----|-------------------|
| 34. | Bank of Khyber. | ... | Managing Director |
|-----|-----------------|-----|-------------------|

VII. SPORTS, CULTURE & TOURISM DEPARTMENT

- | | | | |
|-----|-------------------------------|-----|-------------------|
| 35. | Sarhad Tourism Corporation | ... | Managing Director |
| 36. | Sarhad Arts Council, Peshawar | ... | Managing Director |

VIII. INDUSTRIES, COMMERCE, LABOUR, MINERAL DEVELOPMENT AND TECHNICAL EDUCATION DEPARTMENT

- | | | | |
|-----|--|-------------------|-------------------|
| 37. | Small Industrial Development Board, Peshawar ... | Managing Director | |
| 38. | Sarhad Development Authority, Peshawar. | ... | Chairman |
| 39. | Employees of Social Security Institutes, NWFP, ... Peshawar. | Managing Director | |
| 40. | Workers Welfare Board Peshawar. | ... | Managing Director |
| 41. | Workers Children Education Board. | ... | Managing Director |

IX. ENVIRONMENT DEPARTMENT

- | | | | |
|-----|--------------------------------|-----|-------------------|
| 42. | Forest Development Corporation | ... | Managing Director |
|-----|--------------------------------|-----|-------------------|

X. ADMINISTRATION DEPARTMENT

- | | | | |
|-----|----------------------|-----|----------------------|
| 43. | Benevolent Fund Cell | ... | Additional Secretary |
|-----|----------------------|-----|----------------------|

XI. IRRIGATION DEPARTMENT

- | | | | |
|-----|-------|-----|-------------------|
| 44. | SHYDO | ... | Managing Director |
|-----|-------|-----|-------------------|

XII. LOCAL GOVERNMENT DEPARTMENT

- | | | | |
|-----|---------------------|-----|------------------|
| 45. | Local Council Board | ... | Secretary |
| 46. | CD&MD | ... | Director General |

APPENDIX-II

Para 7 (c)

TIME LIMITS FOR THE DISPOSAL OF CASES AND REFERENCES
CONCERNING GENERAL ADMINISTRATIVE AND FINANCIAL
MATTERS WHICH ARE COMMON TO ALL DEPARTMENTS

S.No	Case	Time limits	REMARKS
1.	Seen or filed cases which do not involve reading of previous references.	Same day	
2.	(i) Policy circulars and instructions etc., seen or filed.	Same day	
	(ii) Acknowledgement cases.	Same day	
3.	Seen or filed cases involving extensive reading of previous references.	One week	
4.	Routine cases requiring short notes in which no reference to rules or regulations is required.	One week	
5.	Routine cases requiring short notes and drafts in which no reference to rules or regulations is required.	One week	
6.	Cases:-		
	(i) requiring references to rules and regulations, or other routine references to other departments.	2 Weeks	

1	2	3	4
(ii)	not requiring reference to rules and regulations but requiring lengthy reading and noting.	One Week	
7.	Cases requiring application and interpretation of rules and regulations involving lengthy reading and noting	3 Weeks	
8.	Cases containing recommendations for modification of policy or cases referred to other departments except those of routine nature	No realistic limit is possible. 1 to 2 month approximately.	
9.	Cases involving of policy.	No realistic limit is possible. 1 to 2 months approximately	
10.	Preparation of working papers, proceedings of meetings and conferences.	Maximum 2 weeks.	
11.	Periodical returns, Statements:-		
(i)	Seen and filed	3 days.	
(ii)	Scrutinized and commented upon.	2 weeks	
(iii)	Consolidated and submitted to authorities concerned.	1 month.	
(iv)	Prepared after collecting data and submitted to authorities concerned.	As against Sr. No. 8 above, depending on the date prescribed for its submission	

1	2	3	4
12.	Leave cases (other than casual leave.)	Sanction should issue within 2 weeks of the receipt of complete papers.	
13.	cases involving examination and disposal of appeals, representations, and memorials.	1 month	
14.	Screening panels for promotion, confirmation, scholarships, fellowships, training etc.	1 to 2 months.	
15.	Promotion cases	2 months.	
16.	Uniform/liveries cases	1 week	
17.	Creation of new posts	All posts provided in the Budget should be sanctioned within 1 month of the communication of the budget grant by Finance Department	In case of educational institution case should be taken to see that the posts are filled before the start of academic session.
18.	Adhoc appointments	1. Vacancies should be intimated to the competent authority within 15 days of their occurrence. 2. Vacancies should be filled on adhoc basis subject to policy enforced:- (a) within two months Where application are invited Through advertisement; and (b) Within one month in other cases	

1	2	3	4
19. Recruitment / Promotion	1.	requisition should be placed by the competent authority within 15 days of taking the decision to fill the vacancies.	
	2.	NWFP Public Service Commission, Departmental Selection/Promotion Committees should arrange selection to and send recommendations to the requisitioning authority within:-	
	(a)	3 months in the case of initial Recruitment; and	
	(b)	one month in other cases.	
	3.	Competent Authority should issue orders within 10 days if the recommendations are acceptable.	
20	Relaxation of age limit.	Order should be issued within two weeks of the receipt of reference.	
21.	Condonation of break in Service.	1 month.	
22.	Seniority cases	1 month.	
23.	Confirmation cases	3 months.	
24.	Forwarding of application for jobs outside the department.	1 week.	
25.	deputation cases (terms and conditions).	2 weeks.	
26.	Suspension & termination of lien.	1 month.	
27.	Appointment, posting and transfer.	1 week.	

1	2	3	4
28.	Initiation of disciplinary action.	1 week.	
29.	Preparation of seniority /	6 months.	<ol style="list-style-type: none"> 1. Three months for gradation lists. collection of data and initial preparation. 2. One month for circulation and inviting objections. 3. One month for disposal of objections. 4. One month for final review & printing.
30.	Re-employment cases.	2 weeks.	
31.	References relating to Write Petitions/Civil Suits/Notices under Section 80 CPC.	1 to 2 weeks.	
32.	References concerning absorption of surplus staff.	4 days.	
33.	Assembly Questions.	same day.	
34.	Cases relating to security measures.	1 to 2 days.	
35.	Completion/verification of Service Books.	1 week.	
36.	Verification of Service.	1 week.	
37.	Title to leave.	1 week.	
38.	Fixation of pay	One month.	
39.	Preparation of pay bills.	One Week.	

1	2	3	4
40.	T.A. Bills.	One Week.	
41.	Medical reimbursement claims.	Sanction should issue within two weeks of the receipt of complete papers.	
42.	Permissions to cross efficiency bar.	Case should be initiated one month ahead of the due date. Order to issue within one month, at the latest after the due date.	
43.	Advances.	Sanction should be issued within 2 weeks of the receipt of advices from the Audit Officer	
44.	Final payment of G.P. Fund.	Accountant General should authorise final payment within a month of the receipt of intimation along with necessary certificates from the concerned quarters.	
45.	(a) Grant of pension	(i) Action shall be initiated one year before the date of retirement of the Govt: Servants.	The pension papers will be initiated and completed by the Head of Department.
		(ii) Application on Form Pen-3 will be obtained from the retiring Govt: Servant six months before his retirement or on the date he proceeded on LPR and forwarded to the Audit Office for issue of PPO after completing Sections 6 and 7 of the Form.	Attached Department in the case of gazetted officer and by the Head of Office in the case of non-gazetted Govt: Servants.

		(iii) PPO will be issued by the audit office 15 days before the actual date of retirement of the Government Servant.	
(b)	Anticipatory pension.	<p>If the pension papers are not verified by the Audit Office till one month before the retirement of the Govt.: Servant.</p> <p>(i) anticipatory pension may be allowed in full on the basis of the calculation made by the authority competent to sanction the pension provided the pension does not exceed the prescribed amount under the pension rules.</p>	
46.	Reimbursement of Medical Charges.	One Week	
47.	Grant of permission to Govt: Servants to broadcast/telecast	Within two weeks of the receipts of application.	The Head of Office should be authorized to grant such permission subject to the provision that it will not interfere with the performance of the applicant's official duties.
48.	Commutation fitness certificate.	Cases to reach the Standing Medical Board at least one day ahead of the date of meeting.	
49.	Issue of No Objection Certificate.	Two days if papers are completed.	
50.	Grant of aid out of Benevolent Fund.	One week	

1	2	3	4
51.	Advance for the purchase of cycles, Motor Cycles and Cars.	One week	
52.	Preparation of Monthly Pay Bills, Schedules and Acquaintance Rolls.	2 weeks.	
53.	Preparation of Arrear Bills.	2 weeks	
54.	Preparation of Last Pay Certificates.	4 days.	
55.	Credits other than grant of GPF advances, Insurance Premium and Final Payments.	4 days	
56.	Calculation of interest of Advances.	2 weeks.	
57.	Miscellaneous references relating to bills.	4 days	
58.	Issue of Memo for Medical Treatment.	1 day.	
59.	Reference relating to recovery of various advances such as House Building, Motor Cycle, Bicycle, Fan, Advance, etc.	2 weeks	
60.	Acceptance of resignation.	One week	
61.	Reference relating to Allotment and quarters and the recovery of rent.	One week.	
62.	Completion of Rent Recovery Register.	One week	

1	2	3	4
63.	Communication of Adverse remarks.	Between March-June	
64.	Expunction of adverse remarks.	Orders to issue by end of October at the Latest.	
65.	Writing-off losses.	Competent Authority should finalize within 2 weeks after the receipt of proposal.	
66.	Preparation of Miscellaneous Bills, Schedules Income-Tax returns, etc.	One week.	
67.	Cases for grant of House Building/Purchase Advances	One month.	
68.	Financing of Life Insurance Policies through General Provident Fund.	One month.	
69.	Grant of G.P Fund advance	One week.	
70.	Grant of Conveyance Allowance.	One week.	
71.	Grant of House Rent Allowance.	One week.	
72.	Grant of Honorarium	Two weeks.	
73.	Grant of Special Pay/ Additional Pay.	One month.	
74.	Release of mortgage deeds.	One week	
75.	Issue of No Demand Certificates.	One week.	

76. Supply of stationery.

Stationery office to arrange supply of stationery to indenting departments within one month of the receipt of the indent and simultaneously issue non-availability certificate in respect of items not available.

77. Supply of copies of Judgments by Courts.

As prescribed under the High Court Rules and Orders.

78. Issue of sanction for defence of cases in courts and other references relating to writ petitions/ Civil suits/Notices under Section 80 C.P.C.

Fourteen days but in any case before the date fixed for first hearing of the case.

Courts are expected to issue notice to the concerned Department at least one month before the fixed date in ordinary cases and 14 days in urgent cases.

79. Verification of telephone, electricity bills and connected correspondence.

One week.

80. Maintenance of:-

- (i) Cash Books.
- (ii) Contingent Register
- (iii) T.A. Account Register
- (iv) Medical A/C Register
- (v) Permanent Advance Register.

Same day

Twice a week

81. Hiring of typewriters/ purchase and condemnation of typewriters.

One week,

82. Cases regarding writing off of unserviceable stores / stocks.

Two weeks

1	2	3	4
83.	Repair of Typewriters, printers and computers.	7 days.	
84.	Purchase and distribution of consumable articles.	2 days.	
85.	Checking up of schedules of payment.	One week.	
86.	Monthly Expenditure Statements.	5 days.	
87.	Various Periodical Reports and Returns.	1 week.	
88.	Disposal of Audit Objection, Draft Paras/Audit and Inspection Notes.	By the target date fixed by Audit in each case.	
89.	Budget proposals.	As per Budget Calendar attached.	
90.	Distribution of Non-Developmental Budget.	15 days from the date the budget grant is received from the Finance Department.	
91.	Distribution of Developmental Budget.	By the end of August every year.	Finance Department should release the Budget grant by the end of July at the latest.

APPENDIX- III
[Paragraphs – 100(I)]

OFFICIAL LETTER

Telephone No.
of the sender

GOVERNMENT OF N.W.F.P.,
Name of the Department/Wing.
Number of letter.....
Date including the place of issue.

To:

Designation and address of the addressee.

Subject: _____

Dear Sir,

I am directed to _____ (when purporting to issue under
directors from government).

I have the pleasure to _____ (when not purporting to issue under
directions form Government).

Your faithfully,

Signature

(_____ NAME _____)
Designation of the Sender.

Particulars of documents attached,
if any.

APPENDIX-IV
[Paragraph-101]

LETTER ADDRESSED TO NON-OFFICIAL OR GROUPS OF INDIVIDUALS

Telephone No.
of the sender

GOVERNMENT OF N.W.F.P.,
Name of the Department/Wing.
Number of letter.....
Date including the place of issue.

To:

Name, designation and address of the addressee.

Subject: _____

Dear Sir/Sirs,

I am directed to (when purporting to issue under directions from
Government) _____.

I have the pleasure to (when not purporting to issue under direction
from Government).

Yours truly,

Signature
(_____ Name _____)
Designation of the sender.

Particulars of documents
attached, if any.

APPENDIX-V
[Paragraph-104]

MEMORANDUM

Telephone No.
of the sender

GOVERNMENT OF N.W.F.P.,
Name of the Department/Wing.
Number of letter.....
Date and place of issue.

To:
Designation and address of the addressee.

Subject: _____

Memorandum

Reference _____

Text _____

Particulars of documents attached, if any.

Signature
(Name of the sender block letters)
Designation of the Sender.

APPENDIX-VI
[Paragraph-107]

DEMI OFFICIAL LETTER

Name, Designation and
Telephone No. of the
Sender

GOVERNMENT OF N.W.F.P.
NAME OF THE DEPARTMENT
D.O No.....
Place of issue & Date

Subject: _____

May dear (when addressing officers of equal or junior status)

.....

Dear Mr (when addressing officer of senior status).

I am desired to (when purporting to issue under direction from
Government).....

.....
.....
.....

I am to(in other cases).

Yours sincerely,

Signature
(Name in block letter)

Name, Designation and
Address of the addressee.

APPENDIX-VII
[Paragraph-111]

UN-OFFICIAL REFERENCE

GOVERNMENT OF N.W.F.P
E&AD
(Establishment Wing)

Subject:- _____

Will the Section Officer (Regulation), Government of N.W.F.P.,
Finance Department kindly refer to
.....

2. _____

Signature
Section Officer (E-I)

The Section Officer (Regulations),
to Government of N.W.F.P.,
Finance Department.

U.O No. SOE-1/2-13/78(E&AD)/ Dated Peshawar, the
.....

APPENDIX-VIII
[Paragraph-114]

ENDORSEMENT

Copy of memorandum/letter
No.....dated.....

from

.....to.....

.....

....

.....

.....

Subject:

(Contents)

Government of NWFP

E&AD

(Regulation Wing)

Edst:

No.....dated.....

A copy of is forwarded to:--

1.

2.

for information / for necessary action / for supplying the requisite information.

Signature

(Name in block letter)

Designation of Issuing Authority

APPENDIX-IX
[Paragraph-115]

GOVERNMENT OF N.W.F.P.
Name of Department/Wing.
Dated (Place of issue).....

NOTIFICATION

No The Governor of the N.W.F.P. is pleased
it is hereby notified

Text
.....
.....

Name in block letters
Designation of the
Issuing Authority.

.....

ENDORSEMENT

No Dated

A copy is forwarded to
All concerned.....

ENDORSEMENT

No..... Dated

A copy is forwarded to the Manager, Government Printing and Stationery
Department, NWFP, Peshawar for publication in the next issue of the Government
Gazette.

Signature
(Name in block letters)
Designation of the Officer
issuing the endorsement.

APPENDIX-X
[Paragraph-117(a)]

TELEGRAM

STATE

ORDINARY/EXPRESS/
IMPORTANT/IMMEDIATE/
MOST IMMEDIATE

To

DCO Mardan

No. _____ / (Contents)

Dated

_____ Norwef _____

N.T.T.

Signature

(Name in block letters)

Designation of Issuing Authority

No. _____

Copy forwarded (by post) in confirmation

Signature

(Name in block letters)

Designation of Issuing Authority

APPENDIX-XI
[Paragraph-117 (a)]

TELEPRINTER MESSAGE

Form _____

To _____

Dated Peshawar the

Subject _____

No. _____ (Contents) _____

To _____

(Please transmit the above message by teleprinter service)

Signature
(Name in block letters)
Designation of Issuing Authority.

No. _____ Dated Peshawar, the _____

Copy forwarded by post in confirmation (be typed on the second copy intended to be sent by post to the addressee).

Signature
(Name in block letters)
Designation of Issuing Authority

APPENDIX-XII
[Paragraph-120]

OFFICE ORDER

GOVERNMENT OF N.W.F.P
(Name of the Department and Wing)

Text

.....

.....

.....

Dated (Place of issue)

The

Signature
(Name in block letters)
Designation of Issuing Authority.

No. _____ dated (place of issue), the _____

A copy is forwarded to:-

1.
2.
3.

APPENDIX-XIII
[Paragraph 159]

DOCKET SHEET

Subject:-

File

No.....

_____ Department
_____ Section/Branch

Reference:

(Previous and subsequent papers)

_____ Classification

_____ Year

Signature
Section Officer/Superintendent

Date

To whom sent

APPENDIX-XIV
[Paragraph No. 202(a)]

FILE REGISTER

Section/ Branch.....Year.....
.....

Attached Department
(Previous)

Subject/Heading
(15-Recruitment of staff)

Serial No.	Sub-Head	Date on which		Classification	Date of Destruction
		Opened	Recorded		
Serial No.	Sub-Head				
1	2	3	4	5	6

[illegible][illegible]

[Paragraph No. 202(b)]

REGISTER OF FILES DUE FOR DESTRUCTION

Year of Destruction _____

(New Page for every year)

[illegible]

APPENDIX-XVII
[Paragraph No. 203]

INDEX

Police Border	File No. D-1-2/55
	Subsidiary Cards (Blue) Special Pay-Constables

APPENDIX-VIII
[Paragraph No. 203]

SUBSIDIARY CARD

Special Pay	File No. D-1-2/55

APPENDIX-XIX
[Paragraph No. 215]

CONFIDENTIAL FILES REGISTER
__BRANCH

[illegible]

APPENDIX-XX
[Paragraph No.(226)]

(Fortnightly arrear statement)

Part 1: Showing current references received during the fortnight ending..... on which action has not been taken.

N.B. The first fortnightly statement should contain particulars of all current references in the Section on which action has not been taken. Subsequent statements should contain particulars of such references left over from the previous fortnight and those received during the period under report

To be submitted in duplicate to the Deputy Secretary:-

- (a) On the 10th of the month (for the period from the 16th to the end of the previous month) and
- (b) On the 25th of the month (for the period from the 1st to the 15th of the month).

One copy to be returned to the S.O. and one copy retained by the Deputy Secretary.
Department

Section

S. No	Section Diary No. and date of receipt in Section	File No.	From whom received and brief subject. (Entries in this column relating the references from the Federal Govt: to be under- lined in red).	Reasons for delay	Remarks (1 column for use of Deputy Secretary and / or Secretary
(1)	(2)	(3)	(4)	(5)	(6)

Dated.....

Signature of
Section Officer

APPENDIX-XXI

Part II: Showing all references received in the Section on which final disposal is pending

S. No	Section Diary No. and date of receipt in Section	File No	From whom received and brief subject (Entries in this column relating in references from Federal Govt: to be underlined in red)	Interim action taken and date on which taken	Remarks for delay and final disposal	Remarks (this column for use of Deputy Secretary and Secretary)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

- A.. Pending beyond one month of original date of receipt (but less than two months).
- B. Pending beyond two months of original date of receipt (but less than three months)
- C. Pending beyond three months of original date of receipt

Dated.....

Signature of Section Officer

APPENDIX-XXII

[Paragraph No.236]

STANDING REPORTS AND RETURNS CHART

S. No	Report of Return	To be sent to	Jan		Feb		Mar		Apr		May		June		July		Aug	
			Due on	Sent on	Due on	Sent on	Due on	Sent on	Due on	Sent on	Due on	Sent on	Due on	Sent on	Due on	Sent on	Due on	Sent on
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1	Safe custody certificate for the Security Booklet.																	
2	Budget & Revised Estimates under the revenue Heads and Budget Estimate of Expenditure.																	
3	First list of Excess & Surrender.																	
4	Report regarding submission of Standing Report/ Returns & Disposal of time limit cases.																	
5	Statement of late comers.																	
6	Proposal regarding making of continuing posts permanent.																	

7	Proposal regarding Non-Development Expenditure in respect of continuing & new activities & Dev: Schemes.																	
8	Important proposals in respect of Non-Development Expenditure and continuing Dev: Schemes.																	
9	Pending Legislative Business																	
10	Confidential Reports on Sectt: Personnel.																	
11	SNE for both developmental and Non-Dev items continuing as well as new.																	
12	Arrears Reports 2 nd Statement of Excesses and Surrenders.																	

APPENDIX-XXIII
[Paragraph No. 244(b)]

INSPECTION IN THE SECRETARIAT

Desultory or casual inspection are of little value if they lack purpose or if the inspecting officer has not settled in his mind what he is going to look for. For inspection to be useful tool of supervision, it is necessary to lay down a list of specific points to which attention should be directed. A list of points which should be kept in view by an inspecting officer, while carrying out inspections in the Secretariat, is given below:-

I. Performance:-

- (1) Is the distribution of work equitable and according to ability and temperament? Does each functionary know the precise nature of his duties and responsibilities?
- (2) Is the out-put work of various categories of staff reasonably satisfactory? Does it conform to the accepted yard-sticks?
- (3) While evaluating the rate of disposal of work a random check of cases disposed of should be made to see the contributions made at different levels before the submission of the cases to the competent authority for decision.
- (4) Is the rate of disposal of work satisfactory? Do actual pending papers or cases tally with arrears or suspense statements?

Arrears statements should be very carefully scrutinized at the time of inspection to make sure that the figures of 'disposal' indeed represent substantive action and not merely movement of files within the department or the issue of reminder and similar routine action.

- (5) Is there any indication of unnecessary accumulation of files at any points.
- (6) Has separate registers been maintained to enter the following items to ensure their proper follow up and timely implementation:-

- (i) Decisions of the Federal Cabinet;
- (ii) Decisions of the Provincial Cabinet;
- (iii) Decisions of C.C.I;
- (iv) Directives of the President of Pakistan;
- (v) Directives of the Governor N.W.F.P;
- (vi) Directives of the Chief Minister N.W.F.P.

Delays:-

Procedural as well as those occurring due to sheer lethargy and indifference sometimes these may also be unhealthily motivated.

- (7) Are actionable files being kept in suspense unnecessarily?

- (8) Is there any evidence of files being passed unnecessarily from one section to another in an attempt to shift responsibility?
- (9) Are standing orders regarding the delegation of powers to officers observed in practice?
- (10) Is there any indication that the Rules of Business or the Secretariat Instructions are not being properly complied with?
- (11) Are "Please Speak" cases attended to promptly? Is the number of such cases excessive?
- (12) Is the register of important decisions maintained properly and kept upto date?
- (13) Is the procedure for categorization, recording and indexing properly and intelligently observed? What is the proportion of unclassified/un-categorized files? Is weeding and destruction of unnecessary papers carried regularly?
- (14) Is the procedure for issuing reminders effective? Is it followed regularly?
- (15) Are Periodical reports and returns sent to the authorities concerned regularly? Is a list of such reports and returns maintained? (For this purpose, all items of work that could easily be quantified, should be taken into account).

Of Government Property:-

Is there any indication of wastage or misuse of stationery, electricity, telephones, furniture, equipment, vehicles etc.?

- (16) Is the procedure for the receipt, custody and issue of stationery efficient? (A check of the actual stock of some of the items with the quantity shown in the stationery register will give a good indication).
- (17) Are stock registers for furniture and office equipment maintained properly?
- (18) Are the furniture and equipment kept in good repair? Are unserviceable items stocked unnecessarily?
- (19) Are the log books of staff cars, and other vehicles complete and upto-date? Are cars and vehicles maintained in good condition?

Working Conditions:-

- (20) Are the working conditions satisfactory?
- (21) Is the office lay-out convenient? Are chairs, tables and other equipments arranged?
- (22) Are the office premises kept clean tidy?
- (23) Are the necessary reference books, codes, manuals, prescribed forms of reports and returns (required in connection with the work of the office) readily available?
- (24) Do the staff have the necessary office equipment, material aids, furniture, stationery, etc?
- (25) Do the staff have necessary amenities (Transport facilities, canteens, fans drinking water, etc)?

- (26) Are personal claims or grievances of staff regarding increments, pay allowances and advances, etc., attended to promptly?
- (27) Are the service records, leave account, stationery lists, etc. properly maintained?

Security and Discipline:-

- (28) Are security arrangements satisfactory and in accordance with the prescribed instruction?
- (29) Have the character and antecedents of each functionary been verified?
- (30) Is the staff sufficiently security-minded? Are Instructions regarding security classification followed properly?
- (31) Are there any unauthorized visits of outsiders or by staff?
- (32) What is the degree of punctuality of staff? Is there any indication of habitual late attendance?
- (33) Does the staff pay undivided attention to work during office hours?

Cash and Accounts:-

- (34) Are the arrangements for the custody and handling of cash satisfactory?
- (35) Are the cash books, contingent register, bills and Cheques register neatly and properly written up-to-date? Does the cash in hand tally with the balance in the cash book?
- (36) Is the accounting of receipts and expenditure upto-date? Are accounts reconciled with the accounts of the Accountant General in time?
- (37) Are the vouchers relating to contingent expenditure and acquaintance rolls kept safely?
- (38) Have the audit objections pertaining to the department during the inspection year been attended to and disposed of promptly?

Receipt and Dispatch:-

- (39) Is the procedure for the receipt and distribution of paper efficient? Is there any avoidable delay between the receipt of dak in the R & I Section and its delivery to the officer concerned?
- (40) Has the R&I Section a comprehensive and upto-date list of subjects dealt with by the respective Sections, and Officers?
- (41) Are diary registers and movement register kept according to the prescribed procedure? Purely routine papers should not be diarized to inflate the number of receipts?
- (42) Are the arrangements for the dispatch or distribution of mail satisfactory? Are dak books duly initialled by recipient of papers?
- (43) Is there any indication of misuse of 'Immediate' and 'Priority' Labels?
- (44) Is the register of postage stamps maintained properly?

2. This list is by no means exhaustive and should not, therefore, prevent an inspecting officer from looking into other aspects which in his opinion, need attention for improving the efficiency of the organization. For example lowering standards of discipline amongst public servants may rightly be considered as the major factor in deteriorating standards of efficiency in Government Offices, causing serious inconvenience to public. At the same time it is not necessary for inspecting officer to examine in detail all points given in this list during a single inspection. He should, however, covers as far as possible the entire field so that he is in a position to judge whether his organization is functioning efficiently. Inspection as a rule have generally a salutary effect, but results can only be achieved if the inspecting officer is thorough and searching in his observation and gives constructive and helpful advice to his subordinates for rectifying obvious shortcomings and defects.

3. To ensure that the system of inspection yields the desired result and does not deteriorate to a routine formality the inspecting officer should submit proper inspection report to the next higher officer. Inspection reports by a Deputy Secretary should be submitted to the Additional Secretary or Secretary of concerned Department. In the case of annual inspections, the report must be submitted to the Secretary or the Additional Secretary. The Heads of Attached Departments should also be directed to draw up annual inspection reports on the lines provided for inspection in the Provincial Secretariat with suitable modifications.

4. The inspection reports should be brief, precise and to the point, and should give a clear picture of the working of the particular sector of the organization on which the report is submitted. It should simply enumerate the defects noticed and give constructive suggestions for improvement. The report should particularly highlight such aspects which have an important bearing on efficiency and need special attention of senior officers.

5. After the inspection report has been seen and retuned by the officers concerned, it should be the duty of the inspecting officer to ensure that all corrective action is taken. This process should not involve unnecessary noting. As far as possible problems arising from inspection should be settled and resolved by discussion. It will be desirable to file the inspection reports in a chronological order to facilitate the progressive evaluation of the results of inspection.

6. During inspections the inspecting officers may often discover procedural defects or other problems which cannot be solved readily without a detailed investigation. Such problems should be referred to the O&M Section of the E&AD for advice.

APPENDIX-XXIV
[Paragraph-247]

INSTRUCTIONS REGARDING THE CONDUCT OF CASES OF
THE PROVINCIAL GOVERNMENT IN COURTS, ETC.

(Suit of legal proceedings by Government)

1. No civil suit or legal proceedings shall be instituted or initiated on behalf of the Provincial Government by any Department without the prior consultation with the Law Department.
2. When the Administrative Department concerned considers it advisable that a suit or legal proceedings be instituted or initiated on behalf of the Government a detailed and clear report should be furnished to the Law Department showing:-
 - (a) The circumstances which, in the opinion of the Administrative Department render institution of the suit or legal proceedings necessary.
 - (b) The subject of the claim and the relief sought.
 - (c) The steps which have been taken so far to obtain satisfaction of the claim.
 - (d) The pleas or objections, if any, which have been urged by the opposite party against the claim.
 - (e) The evidence, which is believed to be obtainable and which it is proposed to adduce in support of the claim.
 - (f) Any other facts which the administrative department may consider material or relevant to the case.
 - (g) List of property moveable and immoveable and/or securities from which it is proposed to realize the amount claimed, if decreed.
3. Copies of all documents referred to in the report should, as far as possible, accompany the report, where for any reason, the copies cannot be supplied the original should be submitted.
4. If the Law Department aggresses, it will nominate a counsel to file and conduct the suit or legal proceedings.

Defence of suits, etc.

5. No suit/legal proceedings be defended if the claim and relief sought is justified and genuine.
6. The object of the notice prescribed by section 80 of the Code of Civil Procedure is to allow ample time to the Government to enquire into the genuineness or otherwise of the claim of relief sought and to affect a settlement of all just claims before a suit is brought and the best use should be made of the opportunity thus given by the law towards equitable and amicable adjustment of claims.

7. When notice of an intended suit is given under section 80 of the Code of Civil Procedure, the officer to whom it is delivered, or the head of office at which it is left, should forthwith endorse, or cause to be endorsed on the notice:-

- (a) the date and time of receipt;
- (b) the manner of delivery; and
- (c) the signature of the officer making the endorsement with date.

8. The departmental officer concerned should, immediately on receiving any notice of an intended suit, proceed to enquire into the matter and to consider the claim put forward and move the proper authority to decide, in consultation with the Law Department whether any, and if so, what steps should be taken to adjust the claim (whether in whole or in part) or whether the notice-giver be left to take such legal action as he may deem proper.

9. When the departmental authority having power to deal with the case is clearly of the opinion that the whole or any part of the claim put forward is justly due, he should, in consultation with the Law Department proceed to endorse settlement thereof accordingly.

10. Any amount held to be justly due to the claimant should be formally and unconditionally tendered to him without prejudice and without requiring him to give an acquaintance in full adjustment of his claim, but upon receipt for the sum tendered. No tender of payment or payments should be made after the suit has been brought except with the approval of and in accordance with the instructions of the Law Department. These instructions apply mutandis to service before the service tribunals and cases before special courts and tribunals.

11. Under Order V, Rule 2, CPC, the summons in a suit is required to be accompanied by a copy of plaint/petition, or concise statement thereof. If a summon is not accompanied by a copy of plaint/petition, or concise statement, service should be refused, if possible, with a note requesting for a copy of the plaint/petition and the matter should be brought to the notice of the Law Department forthwith. In no case, the duplicate copy of the summons, when received, should be returned to the Court before showing the case to the Law Department.

12. At subsequent stages of a suit and in appeals copy of plaint/petition, or of memo of appeal is not sent with the notice and quite often Departments find it difficult to link those notices with the main case in dispute. It is, therefore, imperative that in each Department, a Section, here in after referred to as the Litigation Section, should be earmarked for dealing with or coordinating the litigation cases. This Section should receive all summons/notices from courts, maintain a nominal index of litigation cases in the following form, in a Register, and keep a watch over their progress:-

Name of Parties	Nature of Cases	Subject	Court	Counsel	File No.	Result
ABC Vs Pakistan	Civil Suit or Appeal.	Service matter.	High Court Peshawar	A.G. Peshawar	...	Dismissed

13. Where service of summons/notice not accompanied by a copy of plaint has been affected, the court, issuing the summons, not being a High Court or the Supreme Court, should be immediately requested to supply the same and extend the date of hearing accordingly. The matter should simultaneously be reported to the Law Department for further advice and appropriate action in the matter. The envelopes of such summons/notice should be kept intact.

14. When a summons has been duly served, the Litigation Section should, after noting its particulars in the Normal Index Register, pass it on to the concerned officer or department who should collect relevant information and documents/papers from the concerned quarters, examine the mater thoroughly and then refer it to the Solicitor to the Provincial Government in the Law Department for further examination and nomination of an Advocate to undertake the defence of the case, if considered necessary.

15. Where a summons does not give adequate time for examination and arranging defence, an authorized officer of the administrative department concerned should appear in person in the court and apply, under Rule 5, XXVII of the First Schedule to the Code of Civil Procedure, for a reasonable extension of time. In the absence of prior notice under section 80 CPC, the court is obliged to give at least 3 months time for the filing of written statement and first hearing.

16. In case of application for interim injunction pendente lite, time allowed is usually 3 to 7 days. If for any reason, it is not possible to arrange defence in time, some recognized agent i.e. a person holding power-attorney in this behalf should appear in the court on the date of hearing and seek adjournment for about 15 days. Thereafter the case should be referred to the solicitor with utmost dispatch. Usually, plaint are to be read as part of the application for interim injunctions but quite often copies of plaint are no supplied by courts along with notices for the hearing of such application. Where copies of plaint are not so received, the same should be procured from the court before referring case to the Law Department.

17. After the Law Department has examined the case and nominated an Advocate to defend/conduct it in a court of law, a responsible officer of administrative department concerned will-conversant with the facts of the case, and preferably stationed at or near the seat of the court, should contact and brief the counsel at the earliest and well before the next date of hearing of the case. This responsibility should never be left to the subordinate staff.

18. Although it should not normally be necessary for the department representative to be present in the court on each date of hearing, he should remain in touch with the counsel and keep watch over the progress of the case. Whenever required by the counsel he must present himself in the court and render all possible assistance to the counsel in the conduct of the case, as if it was his personal cases, where, however, a department has an office at the station where the suit is pending, some one may be deputed to attend the court and assist the counsel on each date of hearing regularly.

Action on Termination of Proceedings.

19. As soon as a suit is decided, particularly when the decision is adverse to the Government, the administrative department concerned should apply immediately in the prescribed form to the concerned Deputy Commissioner or the District Judge for copies of judgment and decree sheet "for official use". These would be supplied free of cost. In addition, the counsel should also be asked to apply separately for certified copies of judgment and decree-sheet.

Appeals.

20. If the decision is either wholly or partially adverse to the Government, the matter should be reported immediately to the Solicitor. Complete record of the case, along with copies of judgment and decree-sheet, should be sent to him thereafter as soon as these copies become available.

Note. Certified copies of judgment etc., should be kept by the Department in safe custody, as the same may have to be filed in court if appeal is to be filed and Photostat copies thereof should be placed on the file. In fact, original of all important documents should be kept by the Department in safe custody as soon as litigation or threat of litigation starts.

21. Although time is the essence in litigation in general, in appeal it is of utmost importance because the time allowed for appeals is limited and appeals filed after the expiration of limitation period are ordinarily dismissed as barred by time and no appeal lies against the refusal of a court to condone delay. It is, therefore, very necessary that the litigation cases in general and appeals in particulars should be handled with promptness and diligence. When time left for filing an appeal is less than 7 days, an officer of the administrative department, not below the rank of Deputy Secretary, should bring the file personally to the solicitor.

Note: This should be followed in other court cases as well when the date of hearing falls within 7 days.

22. The periods of limitation prescribed for various kinds of appeals, etc., Are as under:-

No. of article of the first Schedule to the Limitation Act, 1908, or other relevant rule and description of appeal or application.	Period of Limitation
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151.	From a decree or order of a High Court in the exercise of its original jurisdiction.	20 days
152.	Under the Code of Civil Procedure to the court of a District Judge.	30 days
156.	Under the Code of Civil Procedure to High Court.	90 days
158.	Application to set aside or to get an award remitted for reconsideration of filing of the award.	30 days from the date of service of notice
161.	For a review of judgment by a Court of Small Causes.	15 days
162.	For a review of judgment by a High Court.	20 days
164.	Application by defendant to set aside a decree passed Ex-parte.	30 days from the date when he has knowledge of the decree.
178.	Application for the filing in court of an award.	90 days from the date of service of notice of making of award.
Order XIII Supreme Court Rules 1956.	For petition for special leave to appeal to the Supreme Court.	30 days where leave to appeal is refused by the High Court otherwise 60 days.
Order XII Rule 6B Supreme Court Rules, 1956.	For appeal to the Supreme Court where certificate of fitness is granted by High Court.	30 days from the date of grant of certificate.

23. In computing the period of limitation, the days from which such period is to be reckoned and in case of appeals, of application for review, the day on which the judgment complained of is pronounced and the time requisite for obtaining a copy of the judgment decree appealed from or sought to be reviewed is to be excluded.

Execution

24. A decree favourable to government may be executed either by the court which passed it or by such other court in whose jurisdiction, the judgment debtor voluntarily resides or carries on business, or personally works for gain or owns property sufficient to satisfy the decree. While referring a case for execution of a decree it is, therefore, necessary that an inventory of the moveable property, containing a reasonably, accurate description of the same, and a list of immoveable property, containing a description and location of such property sufficient to identify the same, and a specification of the judgment debtor's share or interest in property, should be furnished to the Solicitor. If an appeal is instituted by the opposite party and the execution of the decree is stayed by the order of the court, the interval before the decision of the appeal should be made use of in making inquiries as to the property of the judgment-debtor.

Writ Petitions.

25. The instructions in the preceding paragraphs apply mutatis Mutandis to Writ Petitions. It is, however, to be noted that High Courts usually call for reports/comments from the administrative department concerned before admitting the petitions to regular hearing. Failure to comply with the order of the High Court may lead to the admission of petitions to regular hearing which may then take long time to be decided. It is, therefore, imperative that the reports/comments asked for should be promptly supplied to the High Courts and where it is not possible the high court may be requested, before the expiry of the time allowed, for reasonable extension. The report/comments should be shown to the Law Department before sending the same to the High Court.

Arbitration

26. According to Government decision no provision is to be made in agreement with domestic contractors for resolution of disputes through arbitration. However, if the agreements already concluded by or on behalf of the Government contained any condition of getting any question, difference or dispute decided by reference to arbitration then the same has to be acted upon and the instructions contained herein before apply mutatis mutandis to the conduct of arbitration proceedings to which a Department of the Provincial Government is a party.

Express.

27. All expenses on the conduct of litigation, including costs, court fees, counsel fee, not being the decrimal amount of costs payable to the other party under the decree or order of the court, are payable by the Law Department out of the funds placed at its disposal. The penal costs ordered by the court to be paid to the other party for any default on the part of the Government and the charges payable to the witnesses are, however, to be paid by the administrative department concerned. All expenses in criminal cases are payable by the administrative departments concerned.

Mode of submission of cases.

28. To ensure quick disposal of files to avoid unnecessary correspondence and delay a self-contained summary of the case indicating the point or points on which the advice of the Law Department is required should be placed on the file in duplicate in the opinion cases and at least in triplicate in court cases. In court cases, parawise comments, on plaints/petitions should also be furnished in triplicate. Such references to the Law Department from the Department should be made preferably at a senior level.

29. Draft of parawise comments, etc, should be typed in double space and half margin should be left to enable the Law Department to carry out amendments wherever considered necessary.

30. Standardized court labels (S-209-A to 212-B) obtainable from the controller of Stationery and Forms, should be used while sending a court case to the Law Department.

31. If a reference is made to any earlier advice of the Law Department the number and date of that advice must invariably be quoted and if possible, a copy of the same be placed on the file. Whenever a case is referred to the Law Department and any previous opinion of the Law Department on the point at issue is within the knowledge of the referring Department it should also invariably be quoted in the referring note indicating the number and date of that previous opinion.

32. Unnecessary references on which the Department should themselves be able to formulate opinion should not be referred to the Law Department with particular reference to drafting of pleadings and affidavits, it should be noted that while an officer signing any pleading or affidavit on behalf of the Government has every right to be satisfied that there is no mis-statement of facts, actual drafting or pleading and affidavits and the choice of working have always been the privilege and the responsibility of the counsel conducting a case on behalf of the Government. Therefore, so long as facts are correctly set out in the pleadings or affidavit, there should hardly be any occasion for objection as to the contents, arrangements or wording used y counsel in such pleading or affidavit and should not normally be referred to the Law Department for vetting.

Establishment and Administration Department.

33. The case touching upon service matters and interpretation of financial rules and regulation should be referred to the Establishment & Administration Department or, as the case may be, to the Finance Department in the first instance and the assistance of Law Department should be sought only if a question of law is involved.

34. Where a Department obtains an opinion from the Law Department, the referring department should not in announcing Government's decision (i.e. Department's own decision) disclose that the Law Department was consulted. Care should be taken that endorsement in such cases meant for the Law Department are not carried out in the copies meant for other Department.

35. While the Law Department would welcome, where considered expedient, back references from the Administrative Department for consideration of its opinions, but such reference should be at least from the same level at which level opinion was tendered in the Law Department.

36. Where in any case there is a difference of opinion between the Law Department and the Department concerned and the latter desires to consult Advocate General it should send to the former all relevant papers together with a self contained summary of the case precisely indicating the points on which the advice of the Advocate General is sought. Under no circumstances a case is to be referred to the Advocate General by the Administrative Department directly.

37. The Secretary in each department will be personally responsible for the observance of these instructions by his subordinates including officers in the attached and subordinate offices. He should ensure that his subordinates do not disregard these instructions. When a case is finally disposed of and decided against the Government he should have an inquiry instituted in the matter and take appropriate action against the concerned officials where the judgment has gone against the Government because of the non-observance of the rules or procedures on the part of the dealing officials. Where any lacuna in law or procedure is revealed steps should be taken to amend the law or the rules, as the case may be, if considered necessary and expedient.

APPENDIX-XXV
[Reference Books]

The following Rules, Regulations, manuals and Codes etc., are frequently required for consultation in the Secretariat Departments and should be readily available. Officers are expected to be fully acquainted with their contents.

1. Constitution of the Islamic Republic of Pakistan, 1973.
2. The N.W.F.P. Government Civil Servants Act, 1973.
3. The N.W.F.P. Government Rules of Business, 1985.

RULES:

1. The N.W.F.P. Civil Servants (Appointment, Promotion and Transfer) Rules, 1989.
2. The N.W.F.P. Civil Servants (Efficiency and Discipline) Rules, 1973 read with The Removal from Service Ordinance, 2001
3. The N.W.F.P. Government Servants (Conduct) Rules, 1987.
4. The N.W.F.P. Civil Servants (Appeals) Rules, 1986.
5. The N.W.F.P. Civil Servants (Change in Nomenclature of Service and Abolition of Classes) Rules, 1975.
6. Fundamental and Supplementary Rules Vol-I and II.
7. General Financial Rules Vol-I and II.
8. The N.W.F.P. G.P Fund Rules.
9. The N.W.F.P. Government Pension Rules.
10. The N.W.F.P. Government (Travelling Allowance) Rules, 1980.
11. The N.W.F.P. Government Servants (Leave) Rules, 1981.
12. The N.W.F.P. Government Delegation of Powers under the Finance and Re-appropriation Rules, 1981.
13. The N.W.F.P. Government Civil Servants (Pay Revision) Rules, 1978.
14. Treasury Rules of Central (Federal) Government.

CODES:

1. The Government of N.W.F.P. Establishment Code Vol-1.
2. N.W.F.P. Code.
3. Police Code.
4. P.W.D Code.
5. Civil Account Code.
6. Audit Code.

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Deputy Secretary (Reg-III)
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MANUALS:

1. Punjab Law Department Manual, 1938.
2. Punjab Budget Manual.
3. West Pakistan Printing and Stationary Manual.
4. Audit Manual.

THE N.W.F.P'S PUBLIC SERVICE COMMISSION.

1. The North-West Frontier Province Public Service Commission Ordinance 1978.
2. The North-West Frontier Province Public Service Commission (Function) Rules, 1983.
3. The North-West Frontier Province Public Service Commission (Condition of Service of Members) Rules, 1974.

THE N.W.F.P. SERVICE TRIBUNALS

1. North-West Frontier Province Tribunals Act, 1974.
2. Establishment of N.W.F.P. Service Tribunals.
3. The North-West Frontier Province Tribunals, Rules, 1974.