

**APPENDIX 56**

*Inspection Questionnaire on Organisation & Methods (O&M)*

[Vide para 136 (1)]

(To be filled-in by all Sections / Desks / Units)

MINISTRY / DEPARTMENT \_\_\_\_\_

FOR THE QUARTER ENDING \_\_\_\_\_

OFFICE / SECTION \_\_\_\_\_

1. Subjects allotted to Section / Desk / Unit, in brief :
2. (a) Number of Receipts received :  
 (b) Number of New Files opened :  
 (c) **Registers & Folders**
  - (i) Whether Section Diary Register, Assistant Diary, Despatch Register, File Register, File Movement Register, Call Book, Guard File, Reference Folders, Precedent Book, Subject Distribution Chart, Reminder/Suspense Diary, Register for Communications from MPs, Register for Parliamentary Assurances etc. are being maintained and kept neat and tidy.
  - (ii) Registers/folders not being maintained along with the reasons.
 (d) **Consolidation of Orders and Review of Rules / Manuals etc.**
  - (i) Whether orders/instructions are being consolidated, if so, details of consolidation of orders made during the year.
  - (ii) Whether there is any regular mechanism for undertaking revision of old rules regulation, manuals etc.
  - (iii) Details of rules, regulations, manuals etc. revised/updated/reprinted during the year;
 (e) **Work Environment**
  - (i) Whether work environment in office is congenial keeping in view the general cleanliness seating arrangements etc.
  - (ii) If not, specify the areas of deficiency and action being taken to improve the same.
 (f) **Items of work which have been computerized.**

**3. Staff Strength :**

Sl. No.	Name of Post/ Grade	Sanctioned	In position	Number of vacancies and date from which vacant	Cause of vacancy (Transfer, retirement, death, long leave, etc.)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)

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**4. Rotation of Staff (Details of persons working in the same sections/unit for more than five years) :**

Sl. No.	Name & Designation of employee	Name of Section/ seat in which working	Date from which working	Whether his/her case of transfer was considered	Justification for such retention
(1)	(2)	(3)	(4)	(5)	(6)

**5. Training of Staff**

Groups	Number of persons in Section/ Unit	Number of persons who have undergone in-service training during the year	Number of persons who require short-term training (i.e. upto 3 months) in work related jobs	Number of persons who require long-term training (i.e. more than 3 months) in work related jobs	Area of Training (Please Indicate) (i) Office Procedure (ii) Computer (iii) Finance/Audit (iv) Statistics/Research (v) Management (vi) Other specialized fields (vii) Any other ( <i>specify</i> )	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Group - A						
Group - B						
Group - C						
Group - D						

**6. Punctuality**

- (i) Is Attendance Register maintained properly ? (Please specify, Manual or electronic).
- (ii) Is late Attendance marked showing the time of arrival of late comers ?
- (iii) Is Attendance Register checked by an officer daily ?
- (iv) Is forfeiture of casual leave etc. done as per instructions ?
- (v) Whether surprise visits conducted by senior officers? If so, frequency per month.

**7. Security of Official Documents**

- (i) Whether Classified files and papers (other than those in hand) are being kept in locked almirahs?
- (ii) Whether separate record (e.g. section diary, file register, index slip) is being maintained in respect of secret papers (unless the section itself is designated as secret or top secret) ?
- (iii) Whether any instances of violation of prescribed instructions for treatment and safe guarding of secret/ top secret papers/information have come to notice and, if so, action taken thereon ?
- (iv) Whether a periodical review is done to de-classify the existing classified documents and if so, the result thereof.

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**8. Processing, Submission and Monitoring of Cases**

(a) Processing and Submission of Papers (*Take a sample of 5 current cases at draft stage*)

- (i) ~~Number of cases, which were properly referenced, flagged and enclosures clearly marked~~
- (ii) Whether name, designation, complete address and telephone number of the signatory were marked.
- (iii) Number of files which were found neat and tidy.
- (iv) Extent of computerization of file movement / tracking of papers.

(b) Monitoring of Pending Cases

(i) Whether Weekly / Monthly statements of pending cases are being submitted on due dates:

(ii) Number of Pending Cases

Upto One month	Between 1 to 3 months	Between 3 to 12 months	Over 1 year	Total
(1)	(2)	(3)	(4)	(5)

(iii) Whether cases pending over a month are being brought to the notice of concerned Joint Secretary or higher officers.

**9. Compliance of Official Language Policy**

- (i) Number of letters received in Hindi:
- (ii) Number of letters out of (i) above replied in Hindi:
- (iii) Percentage of correspondence in Hindi with Government offices located in Hindi Speaking States/UTs.
- (iv) Whether all the documents like orders, notifications, contracts, agreements etc. are issued bilingually

**10. Records Management**

- (a) (i) Number of files due for recording
- (ii) Number of files recorded
- (iii) Number of files pending for recording
- (b) (i) Number of files received for review
- (ii) Number of files reviewed
- (iii) Number of files pending for review
- (iv) Number of files marked for further retention after review and its percentage to (ii) above
- (c) (i) Number of files weeded out
- (ii) Whether proper record has been maintained of such files
- (d) Whether Index Slips prepared for recorded files alphabetically
- (e) (i) Number of files sent to Departmental Record Room (DRR)
- (ii) Number of files sent to National Archives of India (NAI)
- (f) (i) Whether Retention Schedule for records has been drawn up relating to substantive work
- (ii) If yes, whether the schedule is reviewed every 5 years

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11. Pending references from M.Ps. and other V.I.Ps,

Number of references			Number of references disposed	Number of references pending for disposal (from date of receipt)					Out of pending references number of cases in which acknowledgement /interim reply has been sent	Reasons for pendency of cases over one year (in each case. )
Brought forward	Received during the year	Total		less than 3 months	between 3 to 6 months	between 6 to 12 months	Over one year	Total		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)

**12. (a) Matters related to the Parliament (Pending Assurances given in the Parliament)**

Sl. No.	Parliament Question No. and date on which replied	Number of Assurances given	Date on which the extended period expires	Assurance pending for			Reasons for non-fulfilment	Present status
				Less than 6 months	Between 6 to 12 months	More than One year		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

**12.(b) Directions of Parliament Committees Pending Compliance**

Sl. No.	Name of the Committee	Date on which directions given	Nature of directions	Date by which directions are to be complied	Present status of compliance
(1)	(2)	(3)	(4)	(5)	(6)

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**13. (a) Disposal of representation from the staff**

Number of Representations			Number of Representations disposed	Number of Representation pending for disposal					Reasons for pendency of cases over six months	Broad nature of Representations
Brought forward	Received during the year	Total		less than 3 months	Between 3 to 6 months	Between 6 to 12 months	Over one year	Total pending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)

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**13. (b) Disposal of Complaints of Women Employees regarding Harassment**

Number of Complaints			Number of complaints disposed	Number of pending complaints	Details of each pending Complaint				Present Status
Brought forward	Received during the year	Total			Number of Woman employee(s)	Date of receipt of Complaint	Whether any hearing has taken place, if so, date thereof	Whether the matter was discussed in the Committee/ Cell set up to look into such Complaints	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

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**13. (c) Disposal of Complaints of SC/ST Employees**

Number of Complaints			Number of complaints disposed	Number of pending complaints	Details of each pending Complaint				Present Status
Brought forward	Received during the year	Total			Number of SC/ST employee(s)	Date of receipt of Complaint	Nature of Complaint	Whether any hearing has taken place and if so, date thereof	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

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**14. Mechanism of Public Grievances and Transparency**

- (i) Whether a senior officer has been appointed as the Director of Public Grievances :
- (ii) Whether the office has been empowered to pursue the matters represented and liaise with all branches and sections :
- (iii) Whether a day of the week has been earmarked for attending to public grievances by senior officers :
- (iv) Whether a complaint box has been placed at the reception :
- (v) Have suitable arrangements been made for visitors for lodging their complaints :
- (vi) Have Information and Facilitation Counters been opened :
- (vii) Has a Complaint Register been opened and are the complaints being entered therein :
- (viii) Has time-frame been fixed for disposal of complaints :
- (ix) Does Head of Office/Department review the action taken for redressal of Public Grievances :
- (x) Whether release of information to the public on Department's activities is taking place through :—
  - (a) Book-lets: (b) Information & Facilitation Counters : (c) Internet :

**15. Disposal of Petitions from the public**

Number of petitions			Number of petitions disposed	Number of petitions pending for disposal (from date of receipt)					Reasons for pendency of cases over six months	Broad nature of petitions received
Brought forward	Received during the year	Total		less than 3 months	between 3 to 6 months	between 6 to 12 months	Over one year	Total ending		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)

**16. Maintenance of Office Support Systems**

**(a) Equipments/Machines (like Typewriters, Computers, etc.)**

Equipment	Whether in working order	If not in working order, date from which not working	Action taken for repairing the fault	Whether the number of equipments provided are adequate vis-a-vis Staff/workload
(1)	(2)	(3)	(4)	(5)

**(b) Furniture**

Action taken for replacing the old furniture by modular furniture :

**17. Scheme (s) of Awards for Suggestions**

- (i) Whether any 'Scheme of Cash Awards to the Staff/ Public' is in operation for suggesting innovative ideas/new methods/procedures/techniques for improving the efficiency and productivity of the Organisation :
- (ii) Number of suggestions made by the Staff and Public separately during the year :
- (iii) Whether any of the suggestions were accepted for implementation and, if so, details of awardees and their suggestions.

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**18. Inspection of Attached / Subordinate Offices (Details of inspections conducted by the Head of the Department/ Senior Officers during the year)**

Name of Office inspected	Date (s) of Inspection	Name & Designation of Officers who conducted the inspection	Suggestions/ Recommendations/ Defects pointed out (in brief)	How many Suggestions/ Recommendations have been implemented	Suggestions/ Recommendations not so far implemented and reasons therefor	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)

**19. Implementation of Suggestions/Recommendations of Last Inspection**

- (i) Have all the suggestions/recommendations/defects pointed out in the previous inspection been implemented /rectified
- (ii) If not, specific reasons for not implementing the same in each case

**20. Brief recapitulation of defects or shortcomings noticed and any other comments which Inspecting Officer (s) may have to make**

(Section Officer/Junior Analyst)

To

Designated section handling work of IWS/O & M Unit