

## **CHAPTER : 19 – OFFICE DISCIPLINE**

(19.1)

**Government of Nagaland  
Home Department  
Administrative Reforms (O&M) Branch**

NO.APPT(B)-8/6/68

Dated Kohima, the 14<sup>th</sup> Sept.'1976.

### **MEMORANDUM**

Instances have come to the notice of the Government that in some cases. Government servants while in the performance of their official duties acted on the verbal instruction/direction of superior officers without getting confirmation in writing. This practice is highly irregular and contravenes Rule 4(2) (ii) of the Nagaland Government Secretariat, relevant extracts are reproduced below:

“4(2) (ii) No Government servant shall, in the performance of his official duties or in the exercise of the powers conferred on him, act otherwise than in his best judgement except when he is acting under the direction of his official superior and shall, where he is acting under such directions obtained the direction in writing where practicable, and where it is not practicable to obtain the direction in writing he shall obtain written confirmation of the direction as soon as thereafter as possible”.

“34 Record of Verbal Discussion, Orders and Instructions: All points emerging from discussions between two or more officers and the conclusions reached should be recorded on the file by the officers authorising action and where necessary the circumstances leading to such orders or instructions, this should be recorded on the file and in important matters should be confirmed.

It may be impressed upon all concerned that the aforesaid provisions should be complied with in letter and spirit in future. Any Government servant violating these Rules and instructions will be seriously dealt with according to rules.

**Sd/- I.LONGKUMER**  
Secretary to the Government of (Home Department)

(19.2)

**Government of Nagaland  
Home Department  
Secretariat Administration Branch**

**NOTIFICATION**

NO.SAB-12/20/82(PT-11)

Dated Kohima, the 10<sup>th</sup> Aug' 1988.

It has been brought to the notice of the undersigned that many official while making correspondences with this Department are in the habit of using names which are not in consistence with names recorded in their respective Service Books/Personal files. Even in the ACRs, the portion which are required to be filled in by the officials use names in short instead of their official names. The practice of not signing officials' names and designation very often cause concern to this Department to ascertain the exactitude of their names leading to inordinate delay in the disposal of the cases. This has been viewed very seriously. Henceforth, all are hereby directed to use their official names with designation while making correspondences to this Department. Anybody who is found to have acted in violation of this order shall be liable to disciplinary proceeding as may be deemed proper.

**Sd/- K.PIENYU**

Joint Secretary to the Government Nagaland

(19.3)

**Government of Nagaland  
Personnel and Administrative Reforms Department  
( Administrative Reforms Branch)**

**NOTIFICATION**

Dated Kohima, the 5<sup>th</sup> Jan ' 1992.

**NO.AR-15/8/91** : : The Government of Nagaland has decided that all the Heads of the Department in Directorates of Government of Nagaland shall essentially visit at least three offices under their jurisdiction every month located in different Districts. Each visit shall be of at least two days in which a complete inspection of that office shall be made.

A report of those inspection tours shall be sent to the Government with a copy to this office on the last day of every month without fail. The reports must indicate the findings and the action taken by the Heads of the Department.

**Sd/- S.S. AHLUWALIA**

Chief Secretary to the Govt. of Nagaland.

(19.4)

**Government of Nagaland**  
**Personnel and Administrative Reforms Department**  
**( Administrative Reforms Branch)**

NO.AR-15/7/94-1

Dated, Kohima, the 30<sup>th</sup> Aug' 1994.

**OFFICE MEMORANDUM**

The Government have been viewing with concern the absenteeism, irregular attendance in offices by Government officers, and staff and non-disposal/late disposal of Govt. officers and staff and non-disposal/late disposal of Govt. business. After careful consideration it has been decided to follow the procedures listed below with immediate effect:-

1. An attendance register for all gazetted officers will be maintained in every District Office. This register will be kept on the table of the Officer in charge of the District Officers. Every gazetted officer will be required to sign this attendance register not later than half an hour of the scheduled beginning of office hours. All such registers will be submitted to the Deputy Commissioner by 11 A.M. on every working day. In case the Officer in charge of the Head of District Office is not present the register will be signed by all the officers and the senior-most among them will record a note to this effect. Another register will be kept with the Superintendent/Head Assistant of the office which will have to be signed by all non-gazetted employees working in that office not later than half an hour from the scheduled beginning of office hour. This register shall be put up to the Head of the Office by 11 A.M.
2. It has also been decided that no officer posted in a District/Division/Sub-Division will leave HQs without obtaining permission from the D.C./Addl. D.C. concerned, even if any such officers is summoned by the immediate superior at the State HQ, he should inform the DC/Addl. D.C./SDO before proceeding.
3. Periodical surprise check shall be conducted by DC/Addl./DC/SDO(C) in their respective jurisdiction to ensure attendance of Government employees in their respective jurisdiction. The concerned DC/Addl.DC/SDO(C) will send a weekly return of such checks to the Chief Secretary under intimation to the Secretary in charge of the Department.
4. Manual of Office Procedure of Nagaland Civil Secretariat, 1969 must be followed in toto. Attention is drawn particularly to Paragraph 110 (2) and 111 (4) on pages 95 to 98 of the Manual which is appended as Annexure 'A'. The returns mentioned there in should be submitted without fail.

Any violation of these instructions will be treated as violation of Rule 4 of the Nagaland Government Servants Conduct Rules, 1968, and will attract disciplinary proceedings there under. The provision of Rule 4 is reproduced in Annexure 'B'

Receipt of this Memorandum be acknowledged immediately for compliance.

**Sd/- T.C.K.LOTHA**  
Chief Secretary to the Government of Nagaland

(19.5)

**Government of Nagaland  
Personnel and Administrative Reforms Department  
( Administrative Reforms Branch)**

NO.AR-15/7/94-11

Dated, Kohima, the 30<sup>th</sup> Aug'1994

**OFFICE MEMORANDUM**

The Government have been viewing with concern the absenteeism, irregular attendance in offices by Government officers and staff and non-disposal/late disposal of Government business. After careful consideration it has been decided to follow the procedures listed below with immediate effect.

1. An attendance register for all gazetted officers will be maintained in every Department of the Secretariat. This register will be kept on the table of the Officer in charge of the Department i.e. Commissioner & Secretary/Secretary/Addl. Secretary. Every gazetted officer will be required to sign this attendance register not later than half an hour of scheduled beginning of office hour. All such registers will be submitted to the Chief Secretary by 11 A.M. on every working day. In case the officer in charge of the department is not present the register will be signed by all the officers and the senior-most among them will record a note to this effect.
2. Another register will be kept with the Under Secretary in charge of the establishment in every Department which will have to be signed by all non-gazetted employees working in the Department not later than half an hour from the scheduled beginning of office. This register shall be put up to the Secretary in charge by 11 A.M. The Secretary in charge shall submit a weekly absence/late attendance report to the Chief Secretary.
3. Manual of Office Procedure of Nagaland Civil Secretariat, 1969 must be followed in toto. Attention is drawn particularly to Paragraph 110 (2) and 111(4) on pages 95 to 98 of the Manual which is appended as Annexure 'A' the returns mentioned there in should be submitted without fail.
4. Any violation of these instructions will be treated as violation of Rule 4 of the Nagaland Government Servant Conduct Rules, 1968 and will attract disciplinary proceedings there under. The provision of Rule 4 is reproduced in Annexure 'B'

Receipt of this Memorandum be acknowledged immediately for compliance.

**Sd/- T.C.K. LOTHIA**  
Chief Secretary, Nagaland

(19.6)

**Government of Nagaland**  
**Personnel and Administrative Reforms Department**  
**( Administrative Reforms Branch)**

NO.AR-15/7/94-III

Kohima, the 30<sup>th</sup> Oct, 1994.

**OFFICE MEMORANDUM**

The Government have been viewing with concern the absenteeism, irregular attendance in offices by Government officers and staff, and non-disposal/late disposal of Government business. After careful consideration it has been decided to follow the procedures listed below with immediate effect:-

1. An attendance register for all gazetted officers will be maintained in every Directorate/Head of Department. This register will be kept on the table of the officers in charge of the department. Every gazetted officer will be required to sign this attendance register not later than half an hour after the scheduled beginning of office hours. All such registers will be submitted to the Secretary of the Department by 11 A.M. on every working day. In case the officer in charge of the department is not present, the register will be signed by all the officers and the senior-most among them will record a note to this effect.
2. Another register will be kept with the Registrar of the Directorate/Head of Department which will have to be signed by all non-gazetted employees working in the Directorate/Head of Department not later than half an hour from the scheduled beginning of office hour. This register shall be put up to the Director/Head of Department by 11 A.M. The Director/Head of Department shall submit a weekly absence/late attendance report to the Chief Secretary through the Secretary of the Department.
3. Manual of Office Procedure of Nagaland Civil Secretariat, 1969 must be followed in toto. Attention is drawn particularly to paragraph 110 (2) and III (4) on pages 95 to 98 of the Manual is appended as Annexure 'A' attention is drawn particularly is appended as annexure 'A' The returns mentioned therein should be submitted without fail.

Any violation of these instructions will be treated as violation of Rule 4 of the Nagaland Government Servants Conduct Rules, 1968, and will attract disciplinary proceedings there under. The provision of Rule 4 is reproduced in Annexure 'B' immediately for compliance.

Receipt of this Memorandum be acknowledged immediately for compliance.

**Sd/- T.C.K.LOTHA**  
Chief Secretary to the Government of Nagaland

## **ANNEXURE-A**

### **EXTRACT OF PARAGRAPH 110 (2) OF MANUAL OF OFFICE PROCEDURE, NAGALAND CIVIL SECRETARIAT, 1969.**

Paragraph 110(2):- The Arrear list 'A' will be prepared every week in the form given in Appendix VII part 19. This will show all red receipts and file pending for disposal in the Branch. The Diarist will initiate action by completing the heading and columns 1 to 3 of the form will be repeated in column 2 of the figures shown in column 7 of the arrear list of the preceding week. Column 2 will be filled up with the help of Receipt Register of the Branch. The list will then be placed at the Superintendent table for filling of columns 4 to 7 and 8 will be determined by the Assistants by a physical count of the receipts or files in hand for over seven days will be given by the Assistants in column 1 to 6 of the Annexure to the form. For this purpose the period of pendency of paper with an Assistant will count from the date of its receipt by him. He will also give explanation in column 9 if the number of receipt and files pending with him at the end of the week exceeds 10 percent of total in column 5.

### **EXTRACT OF PARAGRAPH 11I (4) OF MANUAL OF OFFICE PROCEDURE, NAGALAND CIVIL SECRETARIAT, 1969.**

Paragraph III (4):- The monthly arrear list will contain the details of the cases of the weekly arrear lists which remained pending for more than one month. This list will be submitted separately for the following categories of cases:-

- (a) Pending list of communications received from the Central Government and other important persons concerned with Public Organisations;
- (b) List of disciplinary case of Government servants pending for more than one month;
- (c) List of other cases pending for more than one month. These reports are to be prepared in the manner prescribed and submitted by the Chief Secretary of the Department on 1<sup>st</sup>, 5<sup>th</sup> and 8<sup>th</sup> of every month to the Chief Secretary. The Chief Secretary will review the pending cases and take suitable action wherever necessary in respect of undue delay of disposal of cases and put up the report to the Minister-in-charge of the Department/Governor (during President Rule). The Reports are to be prepared in forms 'B' 'C' & 'D' of Appendix VII part 20:20.

## **ANNEXURE-B**

### **EXTRACT OF RULE 4 OF THE NAGALAND GOVERNMENT SERVANTS CONDUCT RULES, 1968.**

Rule 4 :- GENERAL.

- (1) Every Government servant shall at all times:
  - (i) maintain devotion to duty, and
  - (ii) maintain absolute integrity,
  - (iii) do nothing which is unbecoming of a Government servant.
  
- (2) (i) Every Government servant holding a supervisory post shall take all possible steps to ensure the integrity and devotion to duty of all Government servants for the time being under his control and authority;
  
- (ii) No Government servant shall, in the performance of his official duties or in the exercise of the powers conferred on him, act otherwise than in his best judgement except when he is acting, where he is acting under such direction obtained the direction in writing where practicable, and where it is not practicable to obtain the direction in writing, he shall obtain written confirmation of the direction as soon thereafter as possible.

**Explanation:-** Nothing in clause (ii) of sub-rule (2) shall be construed as empowering a Government servant to evade his responsibilities by seeking instructions from, or approval of, a superior officer or authority when such instructions of powers and responsibility.

(19.7)

**Government of Nagaland**  
**Personnel and Administrative Reforms Department**  
**( Administrative Reforms Branch )**

**OFFICE MEMORANDUM**

NO. AR-13/5/89

Dated Kohima, the 5<sup>th</sup> Sept' 1994.

State Government employees of different Departments and Service Associations resort to agitations like strike, pen down strike etc. from time to time during which they do not perform their assigned duties. Government servants absent from duties without any prior approval/permission from competent authority also do not perform their duties. Such non performance of assigned duties automatically attract the provisions of Fundamental Rules 17 (1) which enunciates the Principle of “**No Work No Pay**” The provisions of Fundamental Rules and Supplementary Rules are applicable to all categories of State Government servants and hence the provisions of F.R. 17 (1) is applicable, without prejudice or favour to all officers, staff and employees. Government after careful considerations have decided that henceforth the principle of “**No Work No Pay**” shall be enforced strictly for all categories of Government officers and staff.

It is, therefore, directed that all Heads of Administrative Departments, Heads of Departments and Heads of Officers under State Government of Nagaland should bring this to the notice of all Government servants under their control for strict compliance.

The receipt of this office memorandum may kindly be acknowledged within 5 days of issue.

**Sd/- T.C.K.LOTHA**

Chief Secretary to the Government of Nagaland.

(19.8)

**Government of Nagaland**  
**Personnel and Administrative Reforms Department**  
**( Administrative Reforms Branch )**

No.AR-15/7/8

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Dated Kohima, the 27<sup>th</sup> March' 1995

**OFFICE MEMORANDUM**

**SUB:- HANDLING OF FILES BY UNAUTHORISED PERSONS**

Instances have come to the notice of the undersigned that on many occasions some important and confidential files/papers of various Department are found missing due to the irregular practice of allowing unauthorised persons to carry or handle the files by themselves. This practice is highly irregular.



It is impressed upon all officers and staff that all papers/files of the Departments are Government documents. Handlings of government papers by unauthorised persons and to communicated directly or indirectly or pass information to such non-official persons, contravene the provision of Section 21 of Nagaland Government Servant Conduct Rules, 1968.

It is therefore hereby notified that henceforth no unauthorised persons should be authorised to have access to Government files and documents and no non-officials will be allowed to carry files by themselves under any circumstances.

In case, by Government servant is found indulging in such activities, appropriate disciplinary action will be taken them.

Please acknowledge receipt.

**Sd/-T.C.K. LOTH**  
Chief Secretary to the Government of Nagaland

(19.9)

**Government of Nagaland**  
**Personnel and Administrative Reforms Department**  
**( Administrative Reforms Branch )**

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**OFFICE MEMORANDUM**

No. AR-3/Gen-1/96

Dated, Kohima, the 17<sup>th</sup> June'2003.

It has come to the notice of the Government that despite strict instructions many of the Government servants are irregular in attending their offices. The office timings are not being followed strictly and in some cases the Government servants even leave station without obtaining leave and permission. This is a violation of the Government instructions and the Conduct Rules making the Government servants liable for disciplinary action. It also affects the working of the Government offices and causes inconvenience to the public.

2. The matter has been viewed seriously by the Government and it has been decided that all Secretaries, Heads of the Departments and Deputy Commissioners will keep a strict watch on the attendance in the offices under their jurisdiction.

3. Regular checks should be carried out of the attendance in various offices and a report should be submitted every, month to the P & AR Department indicating the number of absentees without authorization and action taken against them as per the provisions of the Conduct Rules/Discipline & Appeal Rules. The "No Work No Pay" principle should be implemented in all such cases.

**Sd/- R.S. PANDEY**  
Chief Secretary to the Government of Nagaland

(19.10)

**Government of Nagaland  
Home Department  
Secretariat Administration Branch 'A'**

**OFFICE MEMORANDUM**

Dated, Kohima, the 23<sup>rd</sup> June 2005.

**NO-SAB-12/10/2004:** : It has been observed that despite of prohibition of brining in cigarettes/biri and pan inside the Secretariat Complex there is rampant smoking, chewing pan, spitting al around and playing cards by the Secretariat Employees and the visitors as well without caring much for the decency and cleanliness in the office complex of the Nagaland Civil Secretariat.

It is, therefore, once again impressed upon all concerned officers and staff and the visitor as well to abide by the ban and maintain self imposed Discipline, Decency and Cleanliness to make the Nagaland Civil Secretariat Building and around a better place to work/look.

**Sd/- E.T.SUNUP**  
Addl. Chief Secretary to the Govt. of Nagaland

(19.11)

**Government of Nagaland  
Personnel and Administrative Reforms Department  
(Administrative Reforms Branch)**

**OFFICE MEMORANDUM**

No. AR-12/4/88

Dated, Kohima, the 20<sup>th</sup> June/2006.

**SUB: - PROMPT REDRESSAL OF PUBLIC GRIEVANCES**

One of the important obligations of public service is the prompt redressal of public grievances and identification of grievance prone areas of Government Departments in order to eliminate the causes of these grievances of citizens. The Parliamentary Standing Committee attached to the Ministry of Personnel, Public Grievances and Pensions has taken a serious view of the state of affairs prevailing in the matter of settlement of public grievances. It has been pointed out that the response of the public servants towards citizens is lukewarm and often borders on complete indifference.

Therefore, it is impressed upon all the Departments, minimum courtesy of acknowledging receipt of a complaint should be observed. An acknowledgment should go immediately and at the most within three days of the receipt of the grievance and the grievance itself should be redressed within a minimum of two months of its receipt. The citizens approaching the government departments with their grievance petitions should be informed of the progress of his/her grievance. In case it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit. Further, if the finalization of a decision on a particular grievance is expected to take longer than two months, an interim reply should invariably be sent.

Kindly acknowledge receipt.

**Sd/- LALTHARA**  
Addl. Chief Secretary to the Govt. of Nagaland.

(19.12)

**Government of Nagaland**  
**Personnel & Administrative Reforms Department**  
**(Administrative Reforms Branch)**

No. AR-3/Gen-1/96

Dated: Kohima, the 20<sup>th</sup> May, 2010

**OFFICE MEMORANDUM**

**Sub:- Enforcement of No Work No Pay.**

1. It has come to the notice of the State Government that certain section of State employees are intending to go on strike in various forms beginning with wearing of black badges to be followed by mass casual leave, etc., instead of attending to their assigned duties. The Government, therefore, reiterates that the provisions in the FR 17 (1) which enunciates the principle of 'NO WORK NO PAY', shall be invoked in all cases in all Government offices where Government employees do not perform their duties or remain absent from their duties without the prior approval and sanction of the appropriate authority.

2. A copy of the Office Memorandum No. AR-8/19/84 dated 30<sup>th</sup> April, 1994 and Office Memorandum No. AR-13/5/89 dated 05 September, 1994\*, is enclosed for reference.

3. All Heads of Administrative Department and Heads of Department are requested to bring this Office Memorandum to all Government servants under their control for strict compliance.

4. All Heads of Administrative Department and Heads of Department are also directed not to sanction any kinds of leave, including mass casual leave, which may be applied for by their employees as part of the said agitation programme.

**Sd/- LALTHARA**  
Chief Secretary to the Govt. of Nagaland

*\*Refer chapter 19.7*

**(19.13)**  
**Government of Nagaland**  
**Home Department**  
**General Administration Branch**

**NOTIFICATION**

Dated, Kohima, the 9<sup>th</sup> February, 2011

No. GAB/GEN/21/2010 : In supercession to this Departments Notification vide No. GAB/GEN-7/27/97 dated 9<sup>th</sup> December, 2005. The Governor of Nagaland is pleased to declare 2<sup>nd</sup> and 4<sup>th</sup> Saturdays as Holidays and all other Saturdays of the month as working days. The working hours shall be 9.30 A.M to 4.00 P.M on all working days. The holidays for 4 days on account of Durga Puja and 10 days on account of Christmas and New Year are restored. This Notification shall take with immediate effect.

**Sd/- LALTHARA, IAS**  
Chief Secretary, Nagaland.

**(19.14)**  
**Government of Nagaland**  
**Home Department**  
**General Administration Branch**

**NOTIFICATION**

Dated, Kohima, the 9<sup>th</sup> February, 2011

No. GAB/GEN/21/2010 : In continuation to this Departments Notification No. GAB/GEN/21/2010 dated 9<sup>th</sup> February, 2011, it is hereby notified that the working hours for both Summer and Winter shall remain the same i.e 9.30 A.M to 4.00 P.M as notified earlier.

**Sd/- LALTHARA, IAS**  
Chief Secretary, Nagaland

**(19.15)**  
**Government of Nagaland**  
**Home Department**  
**Secretariat Administration Branch 'A'**

**CIRCULAR**

Dated Kohima, the 31<sup>st</sup> March, 2013.

**NO. SAB (A)-93/1/2009 : :** It has been observed that very often Officers and Staff of the State Government are in the habit of writing letters/ petition directly to the Chief Minister, such indulgence on the part of those Officers and Staff is not desirable and should abstain from such practices in future. It may be noted that as per protocol and office procedure, all official information/ correspondence meant for the Hon'ble Chief Minister from the officers under the State Government is to be addressed to the designated Officers in the Chief Ministers Secretariat and not directly to the Hon'ble Chief Minister.

Therefore, all the Administrative Heads and Heads of Department are directed to bring it to the notice of the Officers/Officials serving in all subordinate Offices to strictly adhere to the provision of the rule and update themselves with Government procedure.

**Sd/- ALEMTEMSHI JAMIR**  
Chief Secretary.